

CCCM CAMP MANAGEMENT TOOLKIT

I. Shelter/NFI & CCCM Sector Settlement Typology Definitions

- **Informal Self-Settled Settlements** – These are recognized sites where displaced populations have settled but these sites are not managed by the government. Protection and assistance is limited in these sites.
- **Formal Self-Settled Settlements** – These are sites where displaced persons have settled and these sites are managed and recognized by the government. The sites have been set up according to the LGA of origin. There is protection and assistance in these sites.
- **IDP populations settled in host communities**-This consists of displaced persons who are accommodated by host communities. The displaced persons settled with relatives, friends and well-wishers. Protection and assistance in these sites is limited.

II. CCCM Core Activities and Tools/Resources

Core Activities	Tools/Resources
a) Camp/Site Coordination	
<p>1. Establish, support, coordinate, and advocate for CCCM Structures/mechanisms at IDP camps/sites</p>	<ul style="list-style-type: none"> • TORs for Camp Managers- General and specific duties and responsibilities of NEMA/SEMA camp managers. • TORs for Site Facilitators-Duties and overall responsibilities of site facilitators / site management support. • Checklist for Camp managers & Site Facilitators- Outline guiding site facilitators in their field work. • CCCM Coordination Checklist-Tool for reminding Camp coordinators on key issues in coordinating displacement response. Adapted from Global CCCM cluster. • Community Participation in Camp and Collective Centre Activities- Tools, approaches and strategies that promote an increased level of direct participation of camp/collective centre residents. Adapted from Global CCCM cluster. • Coordination Meeting Minutes Template-Format for minutes taking in camp coordination meetings. • CCCM Monitoring Checklist- Checklist to guide camp managers. • Camp Services Weekly Checklist.-Tool used in monitor weekly service delivery. This tool is the same with Weekly Multi sector Site Tracker tool tracking gaps and sued by partners site facilitators. Adapted from IOM East Timor. • A guide for monitoring systems at camp level.
<p>2. Coordinate and monitor service delivery by service providers (identification of gaps and duplications)</p>	

Core Activities	Tools/Resources
	<ul style="list-style-type: none"> • Checklist for camp/sector coordinator-Tool for guiding sector/camp coordinators. Adapted from the global CCCM cluster. • CCCM DTM Multi Sector Tracker-Weekly multi-sector monitoring form used by partners site facilitators.
b) Community Participation	
<p>3. Establish complaint and feedback helpdesks to collect, analyses, share, refer and/or take action on complaints and feedback from IDPs on humanitarian services deliveries</p>	<ul style="list-style-type: none"> • Complaints Registration Form-Tool for recording complaints from the displaced population. Adapted from ACTED and DRC in Iraq. • Information sharing with communities- CAFOD basic step-by-step guide on sharing information with the communities. • Proposed indicators for feedback mechanisms- Adapted from ECB, Guides how agencies can set indicators for a complaints and feedback mechanism. • Checklist for Running Focus Groups- Guides how to conduct Focus Group Discussions. Adapted from the Good Enough Guide, 2007, page 40 -41. • Checklist for Setting Up A Complaint and Response Mechanism –Guides on how to set up an effective complaints mechanism. Adapted from the Good Enough Guide, 2007, page 49.
<p>4. Establish/support/conduct advocacy and mobilization for the formation of IDPs’ leadership and the leaders to actively participate in humanitarian services deliveries</p>	<ul style="list-style-type: none"> • Community Participation in Camp and Collective Centre Activities-Tools, approaches and strategies that promote an increased level of direct participation of camp/collective centre residents. Adapted from the CCCM cluster.
<p>5. Support/advocate for the active participation of women in IDP leaderships/site governance</p>	<ul style="list-style-type: none"> • CCCM gender minimum requirements-Minimum requirements for gender mainstreaming in CCCM activities.
<p>6. Facilitate/support/ mobilize/advocate for the formation of sectorial committees to actively participate in humanitarian services deliveries</p>	<ul style="list-style-type: none"> • Camp Committee Assessment- Assesses how aid organisations can work with camp committees. ALNAP Haiti 2010. • Code of conduct for camp committees-Guidelines on drafting codes of conduct for camp committees.
<p>7. Support/advocate for the active participation of women in sectorial committees</p>	<ul style="list-style-type: none"> • TOR feedback and complaints committee- Guidelines for complaints and feedback committees as they undertake their responsibilities. • Lifeline working with broadcasters in humanitarian crises-BBC guidelines on how humanitarian agencies have to work with broadcasters in emergencies. • Sample TOR for camp Committee-NRC Sample Youth Committee TOR from Uganda.

Core Activities	Tools/Resources
	<ul style="list-style-type: none"> • Camp Management Coaching Guidelines-CCCM Cluster guidelines on how to promote self-management among IDPs • Proposed TOR for women’s committee-Guidelines on drafting TORs for women’s committees. • TORs and Code of Conduct for community leaders in Dadaab camp-NRC example of TORs for camp committees in Dadaab camp Kenya.
c) Camp/Site Infrastructure Development	
8. Develop strategic design, site planning, demarcation, plots allocation, site expansion, site closure, and exit strategies which are inclusive and considerate of the needs of men, women, boys, girls and persons with specific needs.	<ul style="list-style-type: none"> • CCCM Site Planning Checklist-Guidelines with key reminders on site up. Adapted from the CCCM cluster. • Guidelines for the Phase Out and Closure Of Centres of Safe Shelter-Developed in South Africa in 2008 to guide the closure of camps. • Decommission & Phase out Plan of WASH Facilities in IDP camps in Balochistan – Guidelines developed in Pakistan for decommissioning WASH facilities. • Basic standards for camp lay out-Video developed by IOM in Namibia to define basic standards in the layout of camps. • Sphere Standards-Basic standards in humanitarian service delivery to affected populations. • Fire safety tool-Fire sensitization tool.
9. Carryout earth-work (excavation), ground leveling and other activities including community mobilization for the development of IDPs sites.	
10. Carryout construction or maintenance of site infrastructures including internal roads, markets and communal building within IDP sites.	
11. Contingency planning for new displacements which may result in new arrivals.	<ul style="list-style-type: none"> • Example of contingency plan from Pakistan-CCCM cluster preparedness and response plan for Pakistan in 2014.
d) Demographic Data/Information Products	
12. Carry out relocation exercises (where necessary for humanitarian purposes i.e. improvement of service provision) including coordinating the demarcation of plots, erection of shelters	<ul style="list-style-type: none"> • Displacement Tracking Matrix- IOM/NEMA system designed to regularly capture, process and disseminate information to provide a better understanding of the evolving movements and locations, numbers, vulnerabilities and needs of displaced populations. • Emergency Tracking Tool (ETT) – tracking tool to track movements of populations (i.e new arrivals). • Mobility Tracking- Baseline Area Assessment, baseline location assessment and Site/community assessment. • Flow Monitoring-Conducted on a daily basis at key destinations and transit points • Registration-Conducted in displacement sites to collect SADD and Distribution Lists.
13. Register and refer foreign nationals to relevant agencies partners for durable solution and other assistance	
14. Facilitate biometric/normal registration exercise	

Core Activities	Tools/Resources
<p>15. Carry out monthly DTM, RGM and profiling in displacement sites</p>	<ul style="list-style-type: none"> • Surveys- Collects data related to attitudes, behaviors, opinions and beliefs of the displaced population. • Site Assessment Tool- Conducted regularly to determine estimated population, multi-sectorial needs, access to and availability of services and vulnerabilities and protection risks. • CCCM Multi sector tracker-Collects multi sector data in the camps, tool used by partners site facilitators to monitor the needs and refer gaps on a weekly basis to sectors.
<p>16. Carry out data collection, analyses, and sharing of information products including reports generate from DTM, Vulnerability Analyses, IDPs Demographics Information, Case details of Incidences of Displacements, Site Management Report, etc.</p>	

Core Activities	Tools/Resources
e) Protection	
17. Facilitate and promote the search for durable solutions.	<ul style="list-style-type: none"> • IASC Framework For Durable Solutions-Provides guidelines on how humanitarian agencies can facilitate the search for durable solutions.
18. Protection and GBV mainstreaming	<ul style="list-style-type: none"> • Protection mainstreaming checklist-Guidelines on how CCCM actors can incorporate protection in their programmes. Adapted from the global CCCM cluster. • Guiding principles data reporting form-Human rights monitoring form based on the IDP guiding principles. • Checklist for action on GBV in displaced settings- Provides guidelines for prevention and response to GBV in displacement settings. • Event and issue form-Form for reporting issues by field staff requiring immediate attention by camp managers. • Safety Audit Form- Rapid safety monitoring form for camp settings. Adopted from IOM Iraq. • Camp safety Audit Tool-Tool for reducing risk for women and girls in the camp environment. • Code of Conduct for Camp Visits- Protect the safety and privacy of the camp population and ensure that ethical guidelines are upheld by all external visitors. Adopted IRC/UNHCR in Iraq. • Camp Distribution SOPs- Standardize the distribution of goods to ascertain distributions are conducted in an efficient manner. Adopted IRC/UNHCR in Iraq. • New Arrivals Assessment Form- Assesses new arrivals to determine immediate assistance and services to be offered. Adopted IRC/UNHCR in Iraq.
19. Establish community based protection monitoring	<ul style="list-style-type: none"> • Handbook for the protection of internally displaced persons- Guidelines on protection monitoring page 346.
f) Capacity Building and Awareness Campaigns	
20. Conduct formal/informal training and coaching on CCCM issues	<ul style="list-style-type: none"> • Camp Management Tool Kit-Guidelines and standards for CCCM practitioners working with displaced persons in camp settings. • Collective Centre Guidelines- Guidelines and standards for CCCM practitioners working with displaced persons in collective centres. • Camp Management Coaching Guidelines-NRC step by step outline on how to conduct coaching for camp residents in camp settings. • Camp Coordination and Camp Management Training Materials- Global CCCM cluster training materials on CCCM.

Core Activities	Tools/Resources
<p>21.Design, develop, print, and distribute Information Education and Communication (IEC) materials such as posters, leaflets, brochures, flip-overs, billboards, t-Shirts, stickers, SMS Messages (mobile phone), radio broadcasts (dramas, giggles, message) on CCCM issues</p>	<ul style="list-style-type: none"> • Communication between communities and key agencies during crisis situations- Guidelines for effective communication between key agencies and members of the public during crisis situation. • Information sharing with communities-Basic step by step guide for sharing information with communities. Adopted from CAFOD. • Camp Coordination and Camp Management Training Materials- Global CCCM cluster training materials on CCCM.
<p>22.Conduct mass sensitization activities with IDPs on CCCM concepts and best practices</p>	
<p>23.Conduct door-to-door and small group discussions with IDPs on CCCM concepts and best practices</p>	