**Standard Operating Procedures (SOP) for Relocations of IDPs**

March 2020 (Special Consideration for Flood Relocation) ***shortened version***

**This SOP details the relocation process for displacement sites in Somalia with special consideration to flood adverse beneficiaries.**

**Key Principles & pre-conditions**

* All relocations must adhere to the principles of being voluntary, safe, dignified, and informed. If security & protection of the people affected require an emergency relocation or evacuation, the Protection and CCCM actors will agree on a way forward, in coordination with CCCM & Protection clusters and local government.
* The relocation should be planned and conducted in compliance with human rights, in a manner which protects in particular the right to life, dignity, liberty and security of all people affected.
* The principle of Do No Harm should be central to the planning and implementation of all relocation processes. This includes:
  + Recognizing that families often prefer to stay within extended family networks or community groupings, and accommodating these preferences as far as possible. This includes giving options for self-relocation and grouping allocations of new shelter plots.
  + Recognizing that any relocation may be highly stressful or traumatizing for individuals, ensuring a community based and sensitive approach in all phases, ensuring meaningful participation of all groups in all phases; information sharing, preparation and relocation process and identification of the sites
  + Families being relocated must not be split during transport. Recognizing that some individuals may have specific needs that need to be identified and addressed before, during and after the relocation process to ensure equal access to services, this is particularly relevant for persons at heightened risk e.g. women and children headed households, single male parent households, single older person head of households, unaccompanied & separated children, persons with disabilities (or mobility constraints) and older persons without support networks.
* No physical force, threats, bribes or intimidation may be used against an individual or a group.
* Individual/family/groups right to choose new destination different from agreed relocation site should be respected as some families may choose to integrate with other communities of choice.
* All individuals must be provided with timely, reliable and accurate information about the relocation modalities, the duration (temporary or permanent), location and services available in the location they will move to and provided with appropriate support to prepare for and during the movement and on arrival. All individuals must provide their informed consent to the CCCM partner. As access to information may be different or more restrictive for certain groups, sensitisation should be conducted in a way that ensures all IDPs have the necessary information.
* Families should be allowed to take with them their personal belongings including food items and cooking materials, shelter materials, or items replaced on arrival.
* Assets which needs additional relocation support like WASH infrastructure (latrines, water points) should be coordinated with actors to ensure, relocation and reconstruction of these assets meet WASH standards in terms of safety and quality.
* No relocation should take place without basic services (WASH facilities and shelter being available in location of arrival, access to health and nutrition services etc.
* At least similar, if not improved, living conditions should be planned in the location of arrival within a safe area clearly plotted & demarcated, as per sector standards.
* As much as possible we should be aware of clan sensitivities to not spark conflict or unwittingly create priority of groups over others.
* Relocation should be accessible to all individuals and communities at risk

**Relocation for Flood Adverse Sites**

In IDP sites that are precariously located on floodplains or in locations that perennially face acute flooding, temporary/permanent relocation can be a viable option assuming that local authorities are able to lead on providing suitable relocation sites that are agreed upon by IDP beneficiaries.

* Relocation sites have been properly planned and agreed upon by humanitarian partners, community members and government authorities. This requires multiple consultations that are sensitive to power that various stakeholders hold. Local authorities should ensure relocation sites have adequate security of land tenure from relevant stakeholders (landowners in particular). To extent possible, relocation should be planned as a step towards durable solutions, and tenure security should be granted to IDPs to ensure their local integration. At a minimum, security of tenure should be granted to IDPs and relocated population until they have access to durable solutions in conditions of safety, dignity and on a voluntary basis. Land for relocation should be identified in close consultation with local populations where the land is located, to ensure peaceful coexistence and social cohesion. Access to land requires support from local officials to calm any tensions with host communities
* The provision of services is agreed upon in a joint manner with service providers and local authorities with infrastructure installed prior to relocation occurring
* IDP communities fully agree on relocating to new sites volunteering to relocate on a mutually conceived date and time.
* Verification of new sites should be jointly done with IDP leaders.
* Notice for movement is provided allowing for at least 72 hours for relocating community members with special considerations provided to vulnerable members of the community. Relocation dates and times must be flexible based on possible delays in services being ready
* Government-led initiatives are put forth such as establishing markets, access roads, water systems, municipal services and transportation support to relocation site
* In locations such as Beletweyne where relocation sites have been used for a large caseload of adversely affected IDP sites, relocation sites that have been utilized in the past should be formerly agreed upon at the RICCG level with certain sites designated for certain IDP sites. This information should be readily available and conveyed properly to IDP community leaders.

**Responsible actors**

* Relocations will take place on agreement between state government authorities, the humanitarian community on prioritization of locations and households.
* Coordination of relocation is the responsibility of CCCM cluster and the Ministry of Humanitarian and Disaster Management MOHADM, DC/Mayor, Governor, Commission for IDPs and Returnees adhering to the principles and prioritization of relocation agreed among the IDP taskforce (comprise humanitarian agencies, site leaders & state government officials) throughout the relocation process.
* Humanitarian protection actors should ensure their presence throughout the process for effective monitoring (e.g. that all concerned individuals have been informed and understand the relocation process) and ensure identification of and support to persons at heightened risk.
* WASH and Shelter actors should be heavily involved in such conversations with resources mobilized and ready for implementation.
* Health actors should provide support with identification and mitigation of medical related constrains/issues.
* Nutrition actors should provide lifesaving emergency nutrition services to combat high levels of acute malnutrition plaguing IDP communities.
* As much as possible health and nutrition programming to be ended under the same roof, to ensure comprehensive programming.
* The responsible actors should clearly communicate detailed schedules to all participant actors at least 1 – 2 weeks in advance of the relocation, for planning purposes and proper information sharing and sensitisation of affected IDPs, if possible.

**Planning**

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| **Activity** | **Action** | **Responsible** |
| Identification of Flood-affected Sites  Identification of relocation sites  Formalize Process of Relocation  Communication on relocation process | -CCCM sub-national cluster to map out IDP sites that are regularly adversely affected by flooding or heavy rains.  -This mapping exercise should be completed and provided to the ICCG and RICCG in the corresponding district ensuring that household and population figures, assets/infrastructure e.g water points and latrines are updated and precise  -RICCG to actively engage with district-level government discussing perilously located sites and the requirement for local authorities to identify relocation sites  -MOHADMA/DC mayor, and other local authority stakeholders to confirm relocation areas assuring that land earmarked for relocation have full tenure security and agreed upon land usage timeframe that can be negotiable based on length of flooding and potential for permanent relocation. This identification should be done in consultation with both the communities in need of relocation options, and communities where relocation sites are located.  -Through joint-stakeholder meeting (preferably through the establishment of a flooding relocation taskforce), ensure that relocation sites are formalized and demarcated, preferably with 10 x 10M plots designated for each household.  -Create threshold or trigger for when and when not relocation would commence based on joint-stakeholder agreement. For example, a system must be put in place that is agreed by all stakeholders for how relocation would occur due to flooding  -Ex. Camp Management Committee notifies CCCM partner about acute flooding affecting IDP settlement  -CCCM Partner notifies CCCM sub-national cluster who immediately notifies RICCG  -Joint assessment is conducted by notable stakeholders (CCCM, Protection, WASH and Shelter clusters, OCHA and local authority stakeholders  -Based on findings of assessment, relocation should commence with corresponding meeting occurring with stakeholders and community leaders  All families should be informed about:   * Relocation process timeline and date * The importance of families staying together during all points of relocation * What assistance package they will receive (plot size, land tenure rights, shelter option, access to markets) * Conditions and services access in the new area * Which area or group is planned for relocation, so families and communities can make an informed decision about relocating. * All assistance is given free of charge * And given opportunity to ask questions and receive feedback, even on the day of relocation. * Information on tenure conditions and potential length of relocation if sites are provided temporary * Households with persons with disabilities to be given special consideration and support.   Specific messages should be developed and translated for this relocation. Communication should be made at least 72 hours in advance of the relocation as this is an emergency scenario.  Activities:   * Consultation held with community leaders/elders/religious leaders [essential] * Community meetings conducted, to give opportunity for concerns to be raised & feedback given [essential] * Each individual household informed [essential] * Go & see visits organized and conducted, with men and women participants as well as other official representatives of the community [strongly recommended]   CCCM partners and the identified Protection cluster/actors should ensure all individuals are informed and able to provide feedback and raise concerns. This may require shelter-to-shelter visits to ensure women, elderly, persons with disabilities and others who are unable to participate in consultations have equal access to information, and properly understand their options and the process, when feasible. When possible, it should be noted that special considerations be granted to extremely vulnerable individuals (EVIs) within the community to ensure that they are adequately supported throughout the relocation process.  Partners should ensure access of all people concerned to feedback and complaint mechanisms, in consultation with the communities concerned, and ensure information on these mechanisms is widely disseminated and reaches all components of the communities. | CCCM, Protection, Shelter, WASH, OCHA, Lead Local Authority Agency  CCCM, Protection, Nutrition Shelter, WASH, OCHA, Lead Local Authority Agency  CCCM, Protection, Shelter, WASH, OCHA, Lead Local Authority Agency |
| Identification of vulnerable individuals & plan for additional assistance | Protection partners should be present to screen vulnerable households who may need support in transport or shelter building. A specific token should be presented to families for either transportation support, dismantling/ construction support.  Particular attention should be given to:   * + Unaccompanied children (with immediate referral to child protection partner)   + Older Persons Persons with disability   + Single Women Single Headed-households   + Persons with chronic illness or psychological condition   + Large family and/or family with babies, toddlers or children attending school   + Other people at risk (to be identified by protection officers)   Link with case management service providers (GBV/CP/other) at both sites departure point and new site for follow-up, and ensure follow up has happened within a week of the relocation  Protection actor should ensure that extremely vulnerable individuals are fully informed about the relocation, their options, and will be provided with support to move if needed.  Insure the land and surrounding are of the relocation site is free from explosive remnants of war, in case of reports of explosives, coordination with Explosive Hazard AoR or Mine Action AoR should occur. | Protection/Child Protection actors/CCCM cluster/ UNHCR |
| Informing of key actors | All actors to be involved directly in departure & arrival location should be informed of the relocation, and then receive the detailed relocation plan from the Flooding relocation task force as early as possible.  CCCM partner should inform all other service providers in the site of departure and site of arrival, transit / through regular coordination mechanisms. | CCCM Partner/ CCCM cluster/Relocation task force. |

**Departure**

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| **Activity** | **Action** | **Responsible** |
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| Dismantling and Departure | **Household check-in**   * Verify presence of head of household & all family members against the relocation list. Everyone must be physically present. Assistance token to be shown by each household.   **Dismantling support**   * Teams will be available to support the dismantling of shelters, tagging of family belongings- if necessary- and transportation for vulnerable families’ luggage once identified by protection partners**.** | CCCM partner staffs  Protection Partner |
| **Complain and Feedback Mechanism (CFM)** | Help desk for reporting CFM should be put in place at the point of departure (IDP camp) and at the point of arrival (New sites), where concerns are to be reported and escalated where necessary.  Communication on relocation and feedback should be done at the site-level on a daily basis by cccm outreach team or CFM focal points | CCCM Cluster/CCCM Partner /Actors doing CFM |

**Arrival, reception, and plot allocation**

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| **Activity** | **Action** | **Responsible** |
| Arrival | * Families should present themselves to the plot allocation desk with their token. * They will be assigned a plot number (written on the master list and back of the token). * They will be escorted to the plot by the relocation team and shown the plot. * The plot will then be crossed off on the map. * If they are a vulnerable HH they will be referred to the shelter partner for support in construction of their shelter or tailored shelter assistance * **A HH to receive one shelter per six individuals. HHs with more than six individuals will receive shelters based on the increment of 6.** * Plots should be allocated near good access routes and WASH facilities, and close to health facilities, while ensuring vulnerable persons are kept with relative’s/support system, and avoiding grouping vulnerable individuals or families * CFM/Information desk should be available in the arrival area | CCCM Partner  . |
| Shelter Upgrade | * Based on whether flooding relocation is temporary or permanent, shelter partners to plan shelter material distribution with special technical staff assisting vulnerable households with constructing their temporary shelter. | Shelter/protection/CCCM /OCHA to advocate. |
| Protection | * Support vulnerable individuals to move into shelters * Assess safety and well-being of people with special needs * Ensure follow up with case management transfer and protection incident reporting at site-level * Monitor the protection of people relocated and local population and undertake relevant advocacy to address concerns | Protection |

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|  |  | **Mapping of flood risk IDP Sites** | | | |  |  |  |  |
|  |  |  | |  | **Site previously affected by Flood** | | |  |  |
|  | **Region** | **District** | **Name of Site** | | **Yes** | **No** | **Potential** | **CCCM FP contacts** | **Recommendations** |
| 1 | BAY | Baidoa | Asha Gabo 1 | | yes |  | yes |  | Awareness raising, Rehabilitation of Solar lights, Provition of emergency shelter kit, Drained system, Rehabilitation of feder Roads, wast control/ site maintainance and protection programing. |
| 21 | Gedo | Doolow | Kabasa and Qansaxley | | Yes |  | No |  | formation of drainage system for mitigation measures; Backfilling of land areas within sites |
| 22 | Banadir | Daynile | Qaayib | | Yes |  | High |  | 1. Conduct community sensitization/awareness on flood mitigation measures at community and household level eg backfilling, creation of water outlets, settlement reorganization etc |
| 23 | Banadir | Daynile | Alla tuug | | Yes |  | High |  | 2. Encourage IDPs to move to higher grounds |
| 24 | Banadir | Daynile | Saqafor | | Yes |  | High |  | 3. Mobilize local authorities to get ready to respond to floodings |
| 25 | Banadir | Daynile | Bahane | | Yes |  | High |  | 4. Mobilize humanitarian players to provide materials for reinforcing shelter structures to IDPs |
| 26 | Banadir | Daynile | Erkayer | | Yes |  | Medium |  | 5. Mobilize humanitarian organizations to stockpile NFIs and ESKs in readiness for distribution to flood affected IDPs |
| 27 | Banadir | Daynile | Dulmane | | Yes |  | Medium |  | 6. Partner with WASH stakeholders to undertake trainings on hygiene and sanitation in the face of floods |
| 28 | Banadir | Daynile | Rabi yasir | | Yes |  | High |  | 7. Work closely with partners in the health sector to conduct assessments on likelihoods on disease outbreaks due to flooding and preparation of counter measures to be effected in the event of their occurrences. |
| 44 | Hiran | Beletweyne | Daryeel | | Yes |  | yes expected |  | Beledweyne town mostly are affected by floods and all IDPs communities is recommended proper shelter for upcoming flood season and they requires the formation of drainage system for mitigation measures to prevent the potential danger of displacement. |
| 98 | Lower Juba | Kismayu | Beder1 | | Yes |  | high |  | backfilling |
| 102 | Lower Juba | Kismayu | Camp B1 | | Yes |  | Medium |  | sandbagging to block flooding |