

Standard Operating Procedures (SOP) for Relocations of Internally Displaced Persons (IDPs)

Introduction

This SOP highlights the relocation process for relocation activities in Somalia

Key Principles & pre-conditions

- All relocations must adhere to the principles of being voluntary¹, safe, dignified, and informed, except if security & protection concerns are at-stake, in which case the protection and site management actors will agree on a way forward, in coordination with relevant stakeholders including CCCM & Protection clusters and local government.
- All relocations during COVID-19 pandemic should happen in a manner that observes the approved government regulations on the prevention of COVID-19 including physical distancing, stay at home recommendations.
- The relocation should be planned and conducted in compliance with human rights, in a manner which protects 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:
 - o 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.
 - o Recognizing that any relocation may be highly stressful or traumatizing for individuals, and ensuring a community based and sensitive approach in all phases, amongst others by ensuring meaningful participation of all groups in all phases; information sharing, preparation and relocation process.
 - o Since some individuals may have specific needs or disabilities, family members must not split during the movement and such needs must be identified prior the transportation exercise; 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

¹ Voluntariness is predicated upon persons and households being able to make a well-informed choice. Where there are options to reunite with families and communities within the sites, this should be respected. Persons unwilling to leave should not be relocated against their will unless such relocations are: (i) absolutely necessary under the circumstances to respond to a serious or imminent threat to their life or health, and less intrusive measures would be insufficient to avert that threat; and (ii) to the extent possible, carried out after the persons concerned have been informed and consulted.

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.
- 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 and relocation process should not cause destruction and loss of household assets.
- No relocation should take place without basic services (WASH facilities being available in location of arrival, as well as access to health 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, humanitarian partners should be aware of the target population's identity, clan and/or group affiliations to avoid sparking conflict or unwittingly create priority of groups over others.
- The relocation site should be accessible to all members of the community and no one should feel unsafe in the relocation site and actors involved in the relocation lead by the Government to conduct security assessment prior to moving people.

Interface between relocation and return

Considering the relocation assessment feedback, actors involved in the relocation process should provide enough information about possible return solutions to households who opted to return to their place of origin. Considering the challenges involved in the return process the relocation actors should engage resilience working group consortiums and should not leave identified households unattended.

Responsible actors

- Relocations will take place once the following stakeholders agree: authority focal points, district authorities, the humanitarian community on prioritization of locations and household figures.
- Coordination of relocation is the responsibility of the Protection and CCCM clusters, DSU at RC office, authorities and other government authorities adhering to the principles and prioritization of relocation agreed among the taskforce members composed of humanitarian agencies and 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 relocation conversations with resources mobilized and ready for beneficiary use at the relocation site.
- Health actors should provide support with identification and mitigation of medical related constraints/issues.
- 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

Activity	Action	Responsible
Communication on relocation process	<p>All families should be informed about:</p> <ul style="list-style-type: none"> - Reason for relocation – eviction threat - Relocation process and timeline - What assistance package they will receive (plot size, land tenure rights, shelter option) - The importance of families staying together during all points of relocation - 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 their options to split or stay together? - All assistance is given free of charge - And given the opportunity to ask questions and receive feedback, even on the day of relocation. - Information on tenure conditions - Households with persons with disabilities to be given special consideration and support. - All assistance is given free of charge <p>Specific messages should be developed and translated for each relocation. Communication should be made at least 1-2 weeks in</p>	Authorities/CCCM/DSU /Protection teams

	<p>advance of the relocation, and 72 hours in advance at a minimum unless the relocation is conducted as an emergency measure.</p> <p>Activities:</p> <ul style="list-style-type: none"> - 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] <p>The identified Protection cluster/actors and CCCM partners 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.</p> <p>Furthermore, community consultations should include a segment on COVID19 awareness discussing best practices for minimizing community transmission of COVID19 during the relocation process. It should be announced that individuals who are showing COVID19 symptoms should not participate in relocation activities and should receive relevant guidance from operational health partners.</p>	<p>Authorities/CCCM/ Protection partners/Taskforce teams</p>
<p>Mapping of social Infrastructures</p>	<ul style="list-style-type: none"> - Authorities and taskforce to map available social infrastructures around the relocation site prior to transport people to site - Map other livelihood infrastructures - Schools 	<p>Authorities/DSU/Shelter/WASH/Taskforce/CCCM</p>

	<ul style="list-style-type: none"> - Markets - Police station - WASH Facilities - Members from the community to be included in the mapping committee - Plan to create these fields in they are inexistence 	
Demarcation	<ul style="list-style-type: none"> - Demarcation of plots – 10m x 20m minimum plot dimensions for normal residence in relocation areas. - Site map should be developed by site planners placed on signposts. - Flood drainage systems, access roads and other social infrastructures should be taken into consideration - Make sure WASH facilities are installed and meeting minimum standards 	UNHABITAT/CCCM/Authorities/Shelter/WASH /DSU and taskforce
Site visits by members of the Community	<ul style="list-style-type: none"> - Community leaders representing the entire community should be allowed to site visits to acknowledge the conditions at the relocation location. - Proof of Government Ownership verified with no competing claims to land - Verification to testify the relocation site can accommodate the stated number of HHs 	Authorities/ DSU/ UNHABITAT/ Community Leaders/ Shelter Cluster/ Protection/ Task force

<p>Registration of HHs</p>	<ul style="list-style-type: none"> - Once a site has been selected for relocation and the population sufficiently consulted, Authorities/Protection teams to complete a registration process. Teams of enumerators will work with community leaders to register families who are willing to relocate. - The following information will be collected: name of head of household, total number of individuals disaggregated by age & sex, vulnerabilities/specific needs (especially mobility, shelter construction support, and), token number, phone number, site name. - Protection partners should be present to screen vulnerable households who may need support in transport or shelter building. - Token - Token given to each household accepting to relocate to the new area, to be exchanged for a plot. Each family will be given a token with the number of people in the family written on the back. This token must be presented to get a plot. Once a family has received the token, their shelter (s) should be marked with spray paint to indicate they have been registered. - During distribution of tokens, personnel involved should not enter houses without wearing a face mask as an effort to stop the spread of COVID-19. <p>Establish Relocation List</p> <ul style="list-style-type: none"> - Systematic verification and removal of duplications - Record IDPs and families/households that have been missed or changed their decision 	<p>Authorities/ DSU/ UNHABITAT/ CCCM/ Community Leaders/ Shelter Cluster/ Protection/ Task force</p>
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	- Ensure all relocating IDPs and families/households have a token	
Identification of vulnerable individuals & plan for additional assistance	<ul style="list-style-type: none"> - 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. - 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. 	Protection actors/CCCM partners/ UNHCR
Informing of key actors	<ul style="list-style-type: none"> - All actors to be involved directly in departure & arrival location should be informed of the relocation, and then receive the detailed relocation plan from CCCM cluster/IDPs relocation task force as early as possible. - CCCM partners should inform all other service providers in the site of departure and site of arrival, transit / through regular coordination mechanisms. 	CCCM cluster/Authorities/Relocation task force.
Health	<ul style="list-style-type: none"> - Medical screening and/or vaccination conducted if required. - Health partners and health rapid response teams should actively participate in medical screening with a focus on COVID19 symptoms 	Health cluster/Health Partners

Departure

Activity	Action	Responsible
Dismantling and Departure	<p>Household check-in</p> <ul style="list-style-type: none"> - 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. 	Authorities/UNHCR/CM agency staffs

	<p>Dismantling support</p> <ul style="list-style-type: none"> - 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. 	Protection Partners
Complain and Feedback Mechanism (CFM)	<ul style="list-style-type: none"> - 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 information centres daily by CCCM outreach team. 	CCCM Cluster/CCCM Partners

Arrival, reception, and plot allocation

Activity	Action	Responsible
Arrival	<ul style="list-style-type: none"> - 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. - A HH must have minimum 4 people to receive one plot. HH of 9 – 17 receive 2 plots etc. Collection by head of household with EVIs provided with assistance <p>For EVI</p> <ul style="list-style-type: none"> - 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 - Information desk should be available in the arrival area 	CCCM/Protection Partners
Health screening	<ul style="list-style-type: none"> - Medical screening / consultation desk at arrival point. - Health partners and health rapid response teams should actively participate in medical screening with a focus on COVID19 symptoms 	Health cluster

Shelter Upgrade	<ul style="list-style-type: none"> - 24 hours after the plots are assigned, shelter partners will do a visual assessment of shelters to identify those that should receive shelter support based on the condition of the shelter. - It is recommended for shelter partners to provide shelter for extremely vulnerable individuals (EVIs) in advance to the relocation 	Shelter/Protection/CCCM /OCHA to advocate.
Protection	<ul style="list-style-type: none"> - Support vulnerable individuals to move into shelters - Ensure follow up with medical services, family reunification, case management transfer - Monitor the protection of people relocated and local population and undertake relevant advocacy to address concerns - Assess safety and well-being of people with special needs 	Protection teams/UNHCR