

## Guidance on Site Management Minimum Activities

### What is Site Management?

The aim of site management is to ensure that services and protection for displaced populations in sites are provided in line with the legal protection frameworks and minimum humanitarian standards. Site Management seeks to ensure accountability to affected populations through participation in management activities. Core functions include coordinating and monitoring assistance and protection, setting up and supporting community participation mechanisms, managing and disseminating information to community members, providing multisector feedback mechanisms, and reducing risks in the sites by improving the site environment through care and maintenance. These activities support other clusters to target their assistance in areas of greatest need.

### What is Site Management Support?

Site Management Support is provided by humanitarian actors to a designated government counterpart or appointed local organization, for additional support for the management of a site. This can include: supporting in day-to-day coordination and monitoring of assistance and service provision; training and skills building, including by providing appropriate tools; and with relevant equipment; upgrade and maintenance of infrastructures, in agreement with the appointed site management.

### Minimum Activities

#### 1. General Site Management of IDP Hosting Sites – coordination and information management:

- Establishment of the Site Management team (static or mobile) per sites/area
- Coordinate the operational entities, provision and equitable access to services and protection in accordance with international standards aimed at guaranteeing the dignity of people and equitable access to basic services and fundamental rights.
  - o Establish per site a contact master list of stakeholders working in the site; who does what mapping;
  - o Site level service mapping and monitoring through the shared site monitoring tool (including levels of services delivered). These should be shared in the regular site level coordination meetings with all partners working in the site
- Ensure an efficient and equitable use of resources – once site needs and gaps are identified, work with local and international actors, including clusters, to fill the gaps. Once site level referral process is established, utilise this as much as possible to channel site level referrals (according to WG standards)
- Monitoring of population size, movements (new arrivals and departures) within the sites
- Inter-sectoral site level data collection exercises
- Information sharing to Site Management Working Group

#### 2. Mobilization and participation of the inhabitants of the site:

- Identify or establish site focal points (and committees) as appropriate within the framework of a legitimate leadership structure and establish regular meetings of consultation with interested parties
- Ensure that different gender and vulnerable or minority groups are **represented** and participate to the established representation structures
- Enable the **participation of the inhabitants in supervisory structures** through capacity building
- Establish a community system under protection guidance to monitor and maintain common facilities
- **Mobilization and participation of the inhabitants of the site for supervision and maintenance of infrastructure**
- Working with protection actors, mobilise Protection Focal Points. As needed, replicate for other core sectors to facilitate service provision



### 3. Two-way communication with people living in the site:

- Understand community information needs and communication preferences/trust
- **Produce and Disseminate information regarding assistance and services** both to the population living in the site and to other interested parties
- Establish services to collect, analyze, share, refer and / or take action regarding the population's **complaints and feedback**. Working with site focal points (including protection focal points where relevant) to support collection of complaints and feedback. Provide feedback to community on actions taken against their complaints and feedback (closing the loop)
- In collaboration with the community, conduct awareness-raising activities regarding services and risk mitigation e.g. protection and WASH messaging
- Support / advocate for active participation based on a gender, age, disability and diversity in related activities and services.
- Develop key messages to fill information gaps (including with support from relevant technical sectors as needed); share these key messages through appropriate and trusted communication channels e.g. through community leaders, through printed information materials such as posters and billboards, through bulk SMS

### 4. Protection mainstreaming:

- In close collaboration with protection technical specialists, conduct regular participatory safety audits within the collective sites, developing recommendations for site improvements based on these findings. Findings should be shared widely including with other sectors to facilitate coordination with WASH and Shelter for site improvements and larger work as well, ensuring protection is mainstreamed throughout the site

### 5. Site improvements and maintenance:

- Develop site improvements based on findings from safety audit and other site level assessments of site environment and infrastructure
- Ensure care and maintenance of site infrastructure, including minor repairs and cleaning, while mitigating the impacts of environmental degradation (including through CfW and provision of cleaning materials)
- Mobilization and participation of the inhabitants of the site for supervision and self-help maintenance of infrastructure
- Where feasible and relevant, establish dedicated community facilities such as site level community centres, communal kitchens, distribution areas etc.

Refer to the [Minimum Standards for Camp Management](#) for more information. A contextualised guidance document will be shared in due course.

