Foreword

Dear colleagues,

We are pleased to share with you the third edition of the Global CCCM Cluster Newsletter.

This edition provides updates from our field operations and partners and also tracks the progress on our 18 month European Commission Civil Protection and Humanitarian Directorate General (ECHO) funded capacity building project to strengthen CCCM’s field response and coordination. The project has already made significant progress on an ambitious work plan to update CCCM tools, information management processes, and training packages. Cluster surge capacity has already been increased with the recruitment and deployment of CCCM specialists to the CCCMCap roster and with the recruitment of CCCM Rapid Response Team members currently deployed to DRC and Botswana.

More in-depth information will be presented at our annual retreat on 4-5 November but in the meantime, we hope you enjoy the newsletter and welcome your feedback.

Kimberly Roberson, Cluster Co-Chair (UNHCR)
Nuno Nunes, Cluster Co-Chair (IOM)

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Life in an IDP camp, Peru, one of 34 to be constructed following flooding in the Loreto region in 2012 (IOM).
Global CCCM Cluster
Strategic Priorities 2013-2016

At the 2012 Global CCCM Cluster Retreat in Geneva, cluster partners and CCCM stakeholders in attendance identified five objectives for the Cluster’s three-year strategic plan:

Improve Field Response in Camp and Camp-like Environments

To strengthen our support to field operations, the Global CCCM Cluster has established a Rapid Response Team (RRT) and roster of CCCM experts available for technical and training missions. We are also revising and continuing to develop technical guidance and tools such as the Camp Management Toolkit and CCCM Cluster Coordinator Guidelines.

Prepare National Authorities and Ourselves for Improved Response

The Cluster is revising training materials and holding CCCM trainings and Training of Trainers (ToTs) to build the preparedness and response capacities of national authorities and local actors. Capacity building models responding to the specific needs of civil protections will support more focused interventions and partnerships.

Widen the Understanding and Adoption of the CCCM Approach

Despite gains in recognition, the CCCM approach is still not fully understood in the inter-agency and NGO communities. As a constant point of contact between service providers and beneficiaries, CCCM has a valuable role to play in practically integrating cross-cutting issues. To help facilitate a broader outreach of CCCM, the Cluster is establishing a Global CCCM Cluster Website in addition to our newsletter and annual report.

In developing new tools like the Website and the CM Tools database, the Cluster is also revisiting its role in incorporating cross-cutting issues and supporting multi-cluster responses in communal settings. To assist in this effort, CCCM is strengthening its presence in IASC discussions to explore how some CCCM concepts and methodologies can help to achieve IASC priorities.

Furthermore, by expanding our work with national authorities, the CCCM Cluster is also contributing to the understanding and adoption of CCCM approaches at the local level.

Raise Accountability to Affected Populations (AAP)

Although accountability has been an important element of CCCM from the beginning, the Cluster continues to explore ways to strengthen its application in project design, implementation, and follow-up. In addition, the Cluster is further identifying who comprise “affected populations”, as governments and host communities are also affected by disasters and need to be considered in response. Finally, by strengthening the cross-cutting nature of CCCM, the Cluster continues to identify innovative response mechanisms to ensure that displacement ends as soon as possible, thus reducing exposure and vulnerability.

Address IDPs Outside Camps

The scope of the CCCM Cluster is in theory restricted to camps and camp-like settings, yet the CCCM Cluster is often confronted with the need to provide support to operations targeting populations outside camps. The Cluster is therefore exploring ways in which the CCCM approach can support responses to IDPs outside camps and camp-like settings.

This issue of the CCCM Cluster Newsletter explores current efforts to address these priorities. Many of the initiatives aimed at meeting the above objectives are supported by a recent grant from the European Commission Civil Protection and Humanitarian Directorate General (ECHO).
Strengthening Cluster Capacity: ECHO & CCCM

Through the 18 month ECHO-funded cluster capacity building project, the CCCM Cluster is working to strengthen coordination and response between our cluster partners. The Cluster has been updating CCCM tools, information management systems, training packages, and improving Cluster surge capacity. These activities promote the development of new practices and approaches and improve the understanding of and response to multiple displacement situations. The four main areas of activity are described below.

Tools

An emphasis has been made on the development of new information management tools for the Cluster. Some of these tools include a new CCCM website, the online CM Toolkit database, and work on CCCM indicators and a common cluster assessment tool.

Camp Management Toolkit

The CCCM Cluster partners are working together to update the CM Toolkit with new practices and developments by reflecting key insights and best practices from the field with innovative information management tools. The new CM Toolkit will combine the existing content chapters with a state-of-the-art humanitarian tool database that has in-hand, online, and offline capabilities. The Toolkit will be a living document where partners in the field can provide input through an online platform that can be also easily used offline.

Training

CCCM has been updating all of its standard training materials as well as developing new modules and an e-learning platform. Trainings have been held or are planned in Algeria, Mauritania, Mali, Pakistan, Myanmar, DRC, Turkey, Iraq, Lebanon, Syria, Jordan and others. Training of Trainers (ToTs) will be held to build training capacity in experienced CCCM practitioners. For more information or to register for an upcoming ToT, please go to the Global CCCM Cluster website:

cccm.humanitarianresponse.info
www.cccmcluster.org

Rapid Response Team

A Rapid Response Team (RRT) has been established and is being deployed to support CCCM field operations and improve the Cluster’s ability to deliver predictable and timely coordination and services. The RRT team consists of four experts and supports CCCM emergency responses and other Global CCCM Cluster activities. The RRTs provide support by collating best practices, providing regular technical field support, developing policy, and assisting in CCCM Cluster setup.
Regional Capacity Building in Southern Africa

In 2011, Namibia experienced one of its worst floods in modern history with approximately 140,000 affected persons. On March 29th 2011, the President of the Republic of Namibia officially declared a state of national disaster. A joint rapid assessment team led by the Government of the Republic of Namibia was formed to gather information about gaps and needs in the response. One key recommendation was to enhance national CCCM capacity. Based on a targeted CCCM assessment, and recognizing the established disaster risk management system and structures in place in Namibia, the strategy adopted was one of partnership, sustainability, and national ownership and leadership.

As an initial step, basic camp management trainings were delivered in May and June 2011. These trainings targeted 48 disaster risk management practitioners and Namibia Red Cross Society staff in the seven most affected regions, as well as at the national level. Based on this and guided by a contextualized training package and tools developed for Namibia, a Training of Trainers (ToT) was organized where 39 of the practitioners were certified as national camp management trainers. With national support and a commitment to enhance national resilience, trainings were rolled out in 2012. Over the course of 64 trainings, the cadre of trainers trained an additional 1,633 government officials, Red Cross staff and volunteers, local NGO staff, police and emergency officers, and community members, using only a minimum of resources to practice low-cost training delivery.

As part of the success behind the capacity building program, the Namibia model has slowly been replicated in other countries such as Colombia and Pakistan. This year, the program expanded to Southern Africa, including Botswana and Mozambique. This regional program will allow for initial camp management trainings in the two new countries, while focusing in Namibia on the broader elements of disaster risk management and reduced risks of displacement, thus taking a countrywide approach and inviting practitioners from all 13 regions. The program will provide an opportunity for inter-regional exchange between the three countries while also giving a few of Namibia’s trainers exposure to other countries as part of the training delivery.

“I felt honored to have been nominated to represent Namibia in Botswana as a ToT coach,” said Anna-Maria Niipare, a disaster risk management officer from Windhoek, Namibia. “I was excited to share my experience with the Botswana counterparts. As a trainer I felt it is important that I inspire other trainers to become committed trainers as they embark on their journey to deliver training to their fellow country men and women.”

ToTs are planned to start at the end of April in Botswana, and continue in May and June in Namibia and Mozambique. After the ToTs, support and coaching in training delivery will be provided in the respective countries, with the goal of strengthening disaster risk management and camp management capacity at national, regional, and local levels. It is hoped that the regional program can serve as a model for other regions currently exploring capacity building activities in disaster risk management, displacement, and camp management.
Where in the World are the RRTs?

The Rapid Response Team (RRT) was developed to support CCCM field operations by improving the cluster's ability to deliver predictable and timely coordination and services. The RRTs have been deployed to Lebanon, Namibia, Botswana, the Democratic Republic of the Congo, Pakistan, and the Philippines.

Please read on to see what and where the RRTs have been up to.

Democratic Republic of Congo

In May 2013, George Swinimer was deployed to the Democratic Republic of Congo for a two month mission to support the CCCM Working Group based out of Goma, North Kivu. The complex humanitarian environment in North and South Kivu, Katanga, and Orientale has led displaced communities to settle in ‘spontaneous sites’ The CCCM working group has begun to profile these populations and provide key CCCM services. There are ongoing discussions about officially activating the CCCM Cluster which would facilitate the formulation of a joint long-term strategy and contingency plans to foster long-term and sustainable CCCM response in line with the needs of the displaced Congolese population.

George will also visit CCCM operations and IDP settlements in Orientale and Katanga to collect new CCCM tools for the online version the Camp Management Toolkit to be released later in 2013, and to create case studies with key lessons learnt. George will also support the transition of new CCCM staff being deployed to DRC through the CCCMCap roster mechanism.

Lebanon

In March, Mutya Maskun was deployed to Beirut to provide support on data collection and assist in the planning of the upcoming Shelter Management Capacity Building trainings that were previously conducted prior to the escalation of the crisis. As of the beginning of April, Syria’s Ministry of Local Administration reported 854 individuals. The known number of collective centers is approximately 4% of the total displaced population inside Syria (an estimated 4.25 million to date).

Mutya also supported an OCHA-led planning meeting in Lebanon for the Syria Joint Humanitarian Assessment (JHA). The JHA, modeled after the Multi-Sectoral Initial Rapid Assessment (MIRA), will assess and map the multi-sectoral needs of the displaced in Syria. The JHA will collect data from 61 districts, 244 sites throughout the country, assessing the affected population living both in their areas of origin (urban and rural) and in IDP settlements (in collective centers and host communities). In preparation for the roll-out of the JHA, OCHA held training sessions for 100 data collectors in Damascus during the first week of May.
Pakistan

Mutya Maskun was deployed to Islamabad, Pakistan for handover and programmatic support to the CCCM Capacity Building Program, coordinated by the national Shelter Cluster’s Temporary Settlement Support Unit (TSSU). Initially rolled out jointly by IOM and UNHCR in 2010, the CCCM Capacity Building Program in Pakistan is part of the national Shelter Cluster’s preparedness activities to improve CCCM responses to displacement. Since 2010, 43 CCCM trainings and sessions have been conducted using the National Training Packages, as well as 4 Trainings-of-Trainers. From October 2010 through March 2013, these trainings have engaged a total of 1,396 participants from national civil societies, NGOs, government agencies and affected communities. Additionally, IOM supports the CCCM session of the annual inter-agency Capacity Building Program led by the National Disaster Management Authority (NDMA). The National Institute of Disaster Management (NIDM) has also requested IOM’s support for CCCM trainings and the development of a training package to be incorporated into the curriculum of its national Civil Services Academies.

Philippines

Capacity building expert, Jennifer Kvernmo, was deployed to the Philippines in February to assess the activities currently being conducted with IOM-Philippines and the Department of Social Welfare and Development (DSWD) in response to Typhoon Bopha. IOM has been actively working in partnership with DSWD since 2007 in the CCCM sector. When Typhoon Bopha (local name Pablo) struck the southern island of Mindanao in early December 2012, IOM continued this partnership with a new project in information and data collection through the Displacement Tracking Matrix.

At headquarters, Jennifer is providing guidance to IOM offices as they launch new capacity building activities and trainings in preparedness and CCCM to national authorities. Jennifer is planning two training-of-trainers (ToTs) this year in Indonesia and South America (to be determined) to help support field offices as they roll out capacity building projects.
Global CCCM Website

The new Global CCCM Website will be a public portal to share information about CCCM activities and important cluster news. It will also be a venue for CCCM partners and stakeholders to collaborate online and disseminate information about their operations, or to find useful tools and resources that can be used in the field. Finally, the Website will be a place where colleagues from the field can request CCCM trainings and where CCCM trainers can collaborate and give feedback on CCCM training modules and resources.

We welcome all feedback on the site and hope to improve its usefulness to all CCCM stakeholders. Additional functionality will be included through regular design updates.

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Launch of UNHCR’s New IM Toolkit

Launched in May 2013, the IM Toolkit was developed on advice and best practices from the field. It offers step-by-step guidance, tools, examples and links for undertaking information management in an emergency context.

This Toolkit is about using advanced technology and simple systems to gather more informed decision-making.

Explore it for yourself at: data.unhcr.org/imtoolkit
For more information, please contact: hqim@unhcr.org

CM Toolkit: An Online/Offline Tool Database

As part of the Global CCCM Cluster’s ECHO-funded capacity building initiative, we will be updating our main field resource, the Camp Management Toolkit. In addition to the content update, the Cluster will also develop a toolkit database to provide an online/offline pool of CCCM resources: a one stop shop of guidelines, tools, and other publications for CCCM actors worldwide. It will also include a searchable version of the Camp Management Toolkit.

The Camp Management Toolkit database is being designed to cope in low bandwidth situations and where there is no or limited connectivity. An offline option, available on an updatable USB stick, will also be available.

The Camp Management Toolkit database will:

- Provide an online/offline database of CCCM tools, accompanied by brief narrative descriptions.
- Allow users to browse the Camp Management Toolkit by chapter or search for specific tools using keywords.
- Provide a space for the CCCM community to share tools and good practices by allowing them to upload their own material from the field.
- Be regularly updated with a dynamic homepage that shows new additions, the most-downloaded, and highest-rated documents.
- Empower practitioners to access key CCCM documents wherever and whenever they need to, with an offline version available on a USB stick.
Struggles in Sittwe

Six months ago, 55-year-old Misho was contemplating an early retirement. Today, all she wants is a roof over her head. She is one of the tens of thousands of people whose lives were uprooted when inter-communal violence broke out in western Myanmar’s Rakhine state in June.

“I was cooking in the afternoon when people started shouting “Fire! Fire!” she recalls of that fateful day. “I ran out without slippers and cut my feet in a field that had broken glass. We spent the night in a mosque. I thought I was going to die of fright.”

Overnight, the Muslim widow lost her eight-year job as a cook and cleaner with a local Rakhine family. She also lost the food stall she ran on the side and the egg-laying chickens she raised. Her worldly possessions now consist of a blanket and sleeping mat, while home is a tent she shares with her daughter in the Chaung Camp on the outskirts of the state capital, Sittwe.

“It’s cold at night and I don’t have an extra set of clothes,” Misho says, before acknowledging, “We were lucky to come here early, because later there was no more space.”

Recent arrivals include those who fled renewed unrest in October as well as displaced people who had been living with host families that could no longer sustain them. Those who do not fit into existing camps have been erecting makeshift shelters by the side of the road.

The CCCM Cluster, together with other clusters that form part of the inter-agency response for this emergency, has been working with the government to find suitable land to set up tents for these groups.

“The first priority is to make sure there is shelter for everyone,” said Maev Murphy, an aid worker in Sittwe. “And as camps are being set up, we work with the authorities to try and make sure they adhere to international standards, particularly from the shelter perspective.”

In addition to the tented camps around Sittwe, CCCM Cluster partners are also building 263 temporary shelters this year using bamboo walls and corrugated iron roofs. Each longhouse-style shelter can accommodate eight families.

The women in this camp say they need proper bathing areas, hygiene materials, and cooking pots which they are using communally at the moment.

Noting that some staff working for NGOs are hesitant to work in certain locations amid continuing communal tensions, Murphy said, “We’re continually advocating for better water sources, more sanitation facilities with individual bathing houses for women and for mobile clinics to provide health care.”

In another longhouse-style camp called Ma Gyi Myaing, the basic services are in place but 61-year-old Ngine Saw Htet is still losing sleep. He mourns over his charred house, where only four pillars remain, and the loss of his battery-charging shop that drew both Muslim and indigenous Rakhine customers.

“The first 10 days I couldn’t sleep,” he said with furrowed brows. “Now I’m slowly recovering, but I still feel afraid when it’s quiet. And I worry about the future. I have no job, no income. My family is fully dependent on assistance.”

Over in the Chaung tented camp, Misho shares the same concerns. “I spend most of my time here praying,” she says. “I pray that I can go home as soon as possible, that I can have a safe and proper house, that I can work again. I pray for peace with the Rakhine people, to live peacefully with my neighbours.”

Adapted from Sleepless in Sittwe but dreaming of peace by Vivian Tan, which first appeared on the UNHCR website in December 2012.
From Soap Operas to Grievance Mechanisms: Accountability in Haiti

As the point of direct and frequent contact with beneficiaries, CCCM is both immediately responsible for and well placed to incorporate methods of accountability to affected populations (AAP) into its regular planning and operations. Although accountability has been a part of CCCM operations from the beginning, by making AAP a core objective in the 2012 Retreat, the Cluster emphasized its dedication to formalizing AAP’s systematic application in project design, implementation, and follow-up.

The Cluster’s work in Haiti highlights the strides made toward promoting meaningful and constructive engagement between service providers and affected populations. Through a series of social mobilization, grievance mechanism, and media initiatives, the Cluster has demonstrated an exciting trajectory for AAP worldwide.

Grievance and complaint mechanisms:
Registration of camp residents in Haiti frequently took place at night to avoid fraudulent claims, as presumably regular residents would be present during those hours. However, genuine residents may also be absent for very legitimate reasons. To address such cases, grievance mechanisms were established where families could appeal registration decisions in front of camp committees, with national authorities, committee members, and Cluster staff ultimately determining the validity of the claim. These mechanisms were also important in addressing cases of spouse separation, where the head of household may have moved away, but still held the IDP registration card while other, estranged family members were actually present in the camp.

At any point residents could voice other complaints in front of camp committees. Furthermore, the Cluster coordinated with Noula, a local online platform, to collect and sort complaints and comments from camp letterboxes. These were then posted on the Noula website for transparency, and some were ultimately published in a collection titled Voice of the Voiceless.

Social mobilization:
To enhance two-way communication prior to major undertakings such as camp closure, the Cluster established kiosks with regular hours where beneficiaries could have their questions answered. In addition, one staff member was assigned to each family to track their progress through the camp closure process, using visual aids such as magnetic tiles on a board in the main office to ensure no families fell through the cracks. Small group meetings of 25-35 heads of households were also held to answer questions and receive feedback from the community. Finally, with the support of local and municipal authorities and development agencies, Community Platforms were created to give communities in which camp residents were to return an opportunity to contribute to the process of neighbourhood-level urban planning.

Media:
Information dissemination took a variety of forms in Haiti. As many Haitians spend hours commuting in public buses (Tap Taps), Radio Tap Tap distributed pre-recorded CDs of entertaining public information messages, produced regularly and with different subject matter. To assess community comprehension, listeners could call a toll-free call center to answer a quiz and possibly win a prize if they answered all questions correctly, incentivizing community members to pay attention. The cartoon-based newspaper Chimen Lakay (The Road Home) targeted individuals with limited literacy and addressed subjects ranging from gender-based violence to hurricane preparedness. Several short films, Haitian-written, acted, and directed, became a popular vehicle for public information. The success of such films led to the three-episode comedic soap opera “Tap Tap” (funded as part of the Government’s 16/6 project), which aired on Haitian National Television and aimed in part to change negative preconceptions of camp residents in the broader Haitian community.

Adapted from Helping Families, Closing Camps: Using Rental Support Cash Grants and Other Housing Solutions to End Displacement in Camps. For more information or to access the report, please see: www.eshelter-cccmhaiti.info
Building Partnerships

Partnerships are vital to the work of the CCCM Cluster. Cluster partners now include 17 agencies: ACTED, Architectes de L’Urgence, CARE International, Catholic Relief Services, Danish Refugee Council, International Rescue Committee, ECHO, INTERSOS, IOM, Lutheran World Federation, Norwegian Refugee Council, Premiere Urgence, Pro Act Network, RedR UK, Shelter Centre, UNEP and UNHCR. In addition to this list, there are ongoing efforts to expand the Cluster’s outreach and membership base.

The ECHO-funded project, which is jointly being implemented by IOM, NRC, Shelter Centre and UNHCR, represents a notable achievement in CCCM partnerships. It is hoped that similar opportunities for inter-agency collaboration on CCCM will be identified in the coming year.

Updates provided by several Global CCCM Cluster partners are included here.

A new initiative between NORCAP and the Global CCCM Cluster will strengthen response to the needs of IDPs and refugees globally. Pierre Claver Nyandwi (shown on the right in the picture above) is already on the Norwegian Capacity (NORCAP) roster and deployed to support CCCM activities in the Democratic Republic of the Congo (DRC). Nyandwi is an expert on site management and coordination with NGO and UN partners in the field. He has several years of field experience and is contributing to the improvement of camp management in the DRC.

Thanks to the ECHO grant, NORCAP and the Global CCCM Cluster can further strengthen their response to IDP and refugee needs globally through the development of CCCMCap, a roster of CCCM experts like Pierre.

“In particular, the project will enhance camp management and camp coordination in emergencies,” says Jørn Øwre, who leads the project from NORCAP’s side.

The CCCMCap roster will benefit both conflict and natural disaster-induced humanitarian operations worldwide. In addition to an increased focus on camp management and coordination in CCCMCap and NORCAP’s secondments, a rapid response team has been established for quick deployments to address emerging displacement and refugee situations.

As one of its first initiatives, the project is responding to the needs of refugees and IDPs in Syria. A roaming team of trainers has been deployed to train national authorities and NGO and UN staff, as well as strengthen camp management capacity in affected neighboring countries. Other initiatives in Mali, Burkina Faso, Niger, and Mauritania will follow. A thorough update of the CM Toolkit and IM resources will also be part of the main objectives of the ongoing cooperation in the Global Cluster.
RedR UK is a leading international disaster relief organisation which trains aid workers and provides skilled professionals to humanitarian programmes worldwide. Throughout its thirty-year history, RedR UK has been providing training and capacity building programmes for humanitarian agencies worldwide through its Country programmes and trainings tailored to the needs of individual UN Agencies, INGOs, and CBOs.

In 2012-13, RedR trained 7,400 humanitarian workers through capacity building programmes offered by its offices in the UK, Kenya, South Sudan, Sudan, and Pakistan. Approximately 97.9% of these humanitarian workers rated the courses as ‘Excellent’ or ‘Good’.

In 2011, RedR joined forces with NRC to create a training course in Camp Management. This five day course allows participants to develop practical knowledge of international principles and standards, and to gain competence in using camp management guidelines and tools. The course refers in detail to the CCCM Cluster and has a heavy focus on community participation and involvement. It is designed for practitioners and programme managers, and is useful for field workers moving into work within planned or self-settled camps. Participants on the course have described it as ‘intense but excellent’, with ‘brilliant interactive activities to teach a complex subject’.

Shelter Centre continues to support the CCCM Cluster through the development and delivery of CORE (Common Operational Recovery Essentials), a commonly agreed basic technical humanitarian training, accessible and adaptable to all humanitarian stakeholders worldwide.

CORE aims to improve communication and coordination as well as enhance national capacity and preparedness in the event of humanitarian disasters. The latest addition to CORE is a 5-day intensive CCCM focused course that concentrates on the roles and responsibilities of the CCCM cluster and its key relationships and links with other clusters and stakeholders in humanitarian response. This course still incorporates Emergency Shelter, WASH, Early Recovery and Protection leading to Disaster Risk Reduction efforts.

A CORE Training of Trainers course took place between the 4th – 11th May 2013 in Yogyakarta, Indonesia that will be followed up, provisionally, by trainings in Timor Leste, South Korea, Myanmar, the Philippines, and Syria later in the year.

During 2012, the Lutheran World Federation (LWF) engaged in a number of new co-operations with UNHCR in camp management and camp coordination roles and expanded existing refugee support, repatriation, and resettlement options. In Mauritania LWF is managing the Mbera camp for Malian refugees, and in South Sudan’s Unity State LWF is covering the education sector of the newly established camps there. LWF is also active in camp management roles in Chad, Kenya, Djibouti, Ethiopia, and Nepal and are in negotiations with UNHCR in Myanmar. In Jordan (Za’atari camp), LWF is closely cooperating with UNHCR. LWF operations have focused operations mostly in the CCCM, Shelter, WASH, and NFIs sectors. In recent years, LWF has also taken on roles in Education and Protection.

A particular highlight of 2012 is the specific inclusion of the elderly in targeted activities, such as home-based care programs, committees of elderly people, and psychosocial sessions in Dagahaley camp of Dadaab, Kenya. This has been a result of a joint assessment of the needs of the elderly in this camp conducted together with HelpAge International. LWF is currently planning preparations to mark the first ever International Day of the Elderly which will be held in October 2013.
Country Updates

In countries where the CCCM Cluster has been activated, the National CCCM Cluster Lead Agency is tasked with ensuring strategic, coordinated, and effective humanitarian responses in camps and camp-like settings. To this end, it is responsible for promoting partnerships and mobilizing agencies, NGOs, and national authorities to participate in response activities.

Brief updates from Country Missions are provided below. For more comprehensive updates on Cluster activities, accomplishments and challenges, please see the website: cccm.humanitarianresponse.info or www.cccmcluster.org.

Haiti

Three years following the devastating January 12, 2010 earthquake, the CCCM/E-Shelter/NFI Cluster is still assisting 347,000 IDPs currently remaining in camps and sites scattered around the west and southeast regions of Haiti. The CCCM/E-Shelter/NFI Cluster strategies and coordination efforts continue to improve and harmonize the operational capacities of Cluster members until a national counterpart is ready to take over responsibilities in these key sectors of the humanitarian response.

As of March 2013, more than 113,000 transitional shelters have been built and 30,000 rental subsidies distributed. Over 450 camps are still counted in Haiti; however, most camps are closing via Rental Subsidy Return projects. Additional efforts this year will identify other options such as camp integration into surrounding neighborhoods and will focus on relocation and return projects by providing housing solutions to camp-based populations. Transition activities have already begun with the secondment of Cluster employees to the Housing Unit of the Government. Due to the goal to cease activities by the end of 2013, the Cluster will continue its capacity building efforts with pre-identified government counterparts.

A boy sets aside wood pieces from his dismantled tent to be reused or sold as he prepares to leave Jean-Marie Vincent Camp, Haiti. (IOM)
Democratic Republic of the Congo

Renewed hostilities between various armed groups and the Congolese Army in North and South Kivu, Katanga, and Provinces Orientales have caused a severe humanitarian crisis and the fresh displacement of close to 1 million persons. The vast majority of IDPs in the Kivu provinces live in host families, while a smaller percentage live in spontaneous and established camps which are coordinated by the CCCM working group. Coordination of the 31 established camps located near Goma is managed through another CCCM working group.

The North Kivu working environment continues to be extremely challenging. The implementation of protection and assistance programming is continuously hampered by the political and security instability. However, significant achievements have been made. Activities to reduce and respond to sexual exploitation, abuse, and violence have been implemented. Training for 30 field agents from various organizations was held in Goma in March 2013 and a dedicated capacity building trainer has been deployed to develop and implement more training sessions throughout 2013.

Colombia

The Cluster has been assisting the Colombian Government and vulnerable communities in developing their preparation, comprehensive response, temporary shelter, and recuperation capacities as a result of severe floods and natural disasters which affected 591,752 people from 2010 and 2011 and an additional 13,032 in 2013.

Since 2012, the Cluster, in partnership with the Comitato Internazionale per lo Sviluppo dei Popoli, has provided support to communities displaced by the conflict in Norte del Cauca. Activities include upgrading and repairing collective centers and providing habitat and hygiene kits, NFI’s, and collective center management support. Between February 2012 and March 2013, 69 participants attended 3 CCCM Training of Trainers. These national trainers instructed an additional 448 participants over 20 CCCM trainings. In November 2012, a joint CCCM/Gender-focused training was delivered with UNFPA. Furthermore, a temporary shelter management training was held for 45 community leaders and temporary shelter managers, who are now hired under an emergency employment model.

In 2013, the Cluster will continue its commitment to capacity building activities, supporting the government and civil society in preparedness and response and strengthening the Cluster’s role in conflict-related contexts.

El Salvador

In 2012 the Cluster provided technical support to the National Directorate of Civil Protection of El Salvador, participating in the Sectoral Technical Commission of Shelters (CTSA) led by the Ministry of the Interior. The Cluster focused on increasing emergency preparation and response in temporary shelter settings, developing and updating emergency and contingency plans and establishing the first Manual of Temporary Shelters. The Cluster assembled a national coordination platform to implement the Manual, and is working on its expansion and distribution in coordination with UNICEF. In 2013, the Cluster will also design and print a technical version of the Manual, and hold three regional workshops to train 200 community members, 50 Municipal Committees in Civil Protection officials, and 14 Departmental Committees of Civil Protection in the use and management of the Manual.

In response to Tropical Depression 12E, the Cluster assisted 727 families, and has continued its collaboration with the CTSA, United Nations Emergency Team (UNETE), and Humanitarian Country Team (HCT). Looking forward, the Cluster hopes to transition from an emergency to a risk management approach, incorporating relevant CCCM considerations into the appropriate government structures.

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Myanmar

CCCM activities in Kachin and northern Shan States have been active since 2012, centering on improving living standards, management of camps, and training. There are approximately 150 IDP camps in northern States and 80 in Government controlled areas for which CCCM has been able to provide support.

Where feasible, CCCM and Oxfam provided the running costs for 84 camps, either through direct implementation or partnership with local faith-based NGOs. This support centers on meeting camp running costs not covered by other sectors. Support for management has focused on a monthly stipend for those serving Camp Focal Points, usually an IDP camp resident.

Training has been provided to over 300 people across all 84 camps: for Camp Managers, Camp Focal Points, and Government officials. It has included a Training-of-Trainers course for the Government, NGOs and UN agencies, focusing on the role of camp management, distribution, protection, durable solutions, community participation and camp closure.

Peru

In 2012, the Amazonian region of Loreto was affected by massive flooding, with the most severe consequences in the regional capital of Iquitos and communities near tributary rivers of the Amazon. Approximately 15,000 persons were displaced. Financial support from the Central Emergency Response Fund enabled CCCM Peru to improve collective center management and protect approximately 1,096 families in 34 camps and collective centers. Assistance included NFI’s such as comfort kits, hygiene kits, kitchen kits and items for children.

In addition, the Cluster delivered awareness-raising activities to minimize risks and incidents of human trafficking.

The Cluster is committed to further strengthening the capacities of the CCCM Cluster members in the country. Priorities will be given to the identification of zones at risk of displacement and possible sites that could serve as shelters and/or collective centers, and to building capacity for addressing the current and potential needs of IDPs in Government activities at all levels.
Mozambique

With funding from OFDA through a regional project based in Namibia, the Cluster will hold the first ever CCCM Training of Trainers (ToT) in mid-June, with a focus on Gaza Province actors involved in accommodation centers (transit camps and collective centers). Adapted from the Namibia CCCM local actors training package, the Mozambique training package will deliver practical tools and training modules for a variety of government actors involved in camp management and collective centers during the past flood period. The ToT will serve the government and partners with a space for improved planning and management of future emergency centers and evacuation sites, including services, assistance and protection in relocation sites, supported by Cluster partners in Xai Xai.

Nepal

In February 2013, the Government of Nepal approved the protection of 83 open spaces for humanitarian purposes in Kathmandu Valley. Of these spaces, two are large camps, six are of medium size, and the remainder are small in size. With the support of USAID/OFDA, the Cluster conducted a GIS mapping exercise to prepare a database and detailed map for the open spaces. GIS mapping has been completed for 81 sites. In February 2013, the Cluster made a presentation on the open spaces and GIS mapping exercise to senior Ministry of Home Affairs officials. Similarly, in March 2013, CCCM and the Ministry of Home Affairs jointly organized a workshop for all humanitarian actors to present the mapping findings and future recommendations. The Cluster also prepared a Google website with details of the open spaces, which was widely circulated among concerned humanitarian agencies and actors.

Furthermore, in 2012, with the support of UNDP, the Cluster supported the four municipalities of Kathmandu Valley in developing Earthquake Emergency Response Plans, simulation plans for the municipalities and an action plan with recommendations for disaster management in Dolakha district.

Nigeria

Due to surges of communal and ethnic violence, natural hazards, and terrorism in parts of the country, Nigeria has experienced recurrent waves of displacement. In 2012 unprecedented floods affected 33 out of 36 states causing the displacement of approximately 2.1 million individuals.

While the Cluster system is not activated in Nigeria, UN agencies and INGOs are supporting the Government through sector working groups composed of Government actors, UN agencies, INGOs, and NGOs.

The CCCM working group is chaired by the Nigerian National Emergency Management Agency and co-chaired by IOM, with close support from UNHCR. The working group is composed of organizations that took part in the August 2012 CCCM training and consists of 15 government, international and national actors, working together to improve national capacities.

Camp Management Coordination trainings are planned throughout the year and it is expected that they will improve awareness of CCCM roles and responsibilities among national actors, and improve stakeholder awareness on protection, disaster preparedness, and planning for improved coordination during CCCM responses.
Yemen

As of February 2013, there were 349,269 IDPs and 180,032 registered returnees in Yemen. The majority of the IDPs are in the northern governorates and 79% of returnees in southern Abyan Governorate. Fewer than 10% of IDPs live in camp settings, while the vast majority live with host families, rent rooms, or have established spontaneous settlements. The CCCM Cluster coordinates the management of the two IDP camps, in the Hajjah Governorate, hosting over 14,000 persons.

The possibility for large-scale return to Abyan became a reality towards the end of 2012, following the Government’s retaking of several key areas within the Abyan Governorate. The CCCM/NFI/Shelter Cluster have assisted over 98,000 returnees. Over 24,500 IDPs took refuge in 76 schools in Aden during the conflict. As of February 2013, 159 families continue to live in 14 collective centers.

The protracted displacement in northern Yemen calls for the exploration of longer-term solutions for camp residents. The CCCM Cluster has developed a transitional shelter project to provide more permanent solutions. During this pilot, 300 of the most vulnerable households are expected to benefit.
**Thailand**

Following the 2011 floods in Thailand, CCCM capacity building trainings were held in March 2012 for a total of 64 national authorities and practitioner representatives. Copies of the Thai Collective Center Guidelines and the Thai Collective Center Checklist were also widely distributed to Disaster Prevention and Mitigation Provincial Offices. Since then, the Disaster Prevention and Mitigation Academy has incorporated CCCM into their curriculum in order to train additional national authorities. In 2013, the Cluster is focusing on building Thailand’s capacity to prevent, prepare for, and respond to natural disasters. The Department of Disaster Prevention and Mitigation (DDPM) requested further collaboration on CCCM ToTs and the development of CCCM Toolkits for Thailand. The Cluster has developed Capacity Building towards Resilience (CBRT) to reduce risks of displacement and is expanding Thai ToTs to various provinces. The 80 provincial participants will include all relevant agencies and sectors involved in collective center management such as DDPM staff, local authorities, and relevant ministries. The priority for the provincial trainings will be collective center managers and DDPM staff in order to target Thai nationals who will be first responders in a natural disaster.

**Philippines**

The CCCM Cluster, co-led with the Department of Social Welfare and Development (DSWD), was rolled out in 2011 and 2012 at both national and regional levels in Central Mindanao, Cagayan de Oro, and Iligan Cities (Region 10). The cluster continues to be active in response to the Typhoon Bopha emergency in the Davao and Caraga regions. The CCCM Cluster coordinated assistance to displaced families staying in evacuation centers and transitional sites for both the TS Washi and Typhoon Bopha emergencies. For Typhoon Bopha in which 973,207 persons were displaced, the response included spontaneous settlements, in which a majority stayed. Camp management committees were organized in all sites hosting IDPs for prolonged periods and these committees participated in the management of evacuation centers and transitional sites. CCCM and DTM trainings were conducted for DSWD national and local staff in response to Typhoon Bopha, Tropical Storm Washi, Visayas Earthquake, and monsoon flooding.

**Pakistan**

Although the CCCM Cluster is not officially activated, government and humanitarian partners have increasingly recognized CCCM’s importance to national preparedness and response. The IDP population is currently 787,222 individuals, with 10% in camps and 90% outside camps. CCCM assists in all three Khyber Pukhtoonkhwa camps, with 58,467 individuals in Jalozai, 5,821 in Togh Serai, and 16,863 in New Durrani. The camps have significant improvements: more robust shelters, grievance desks, and an improved registration process utilizing mobile devices to reduce the time between registration and assistance from one week to two days.

Requests for CCCM trainings have increased, with 826 trainees in 2012 and 277 trainees thus far in 2013. In 2013, trainings will expand from Sindh province into Punjab and Khyber Pakhtunkhwa/Federally Administered Tribal Areas with the support of 32 local master trainers who attended a ToT in March. CCCM practitioners are also supporting government-led capacity building efforts through an inter-agency training program organized by the National Disaster Management Authority and OCHA, and support the coordination of assistance to IDPs by conducting multi-sector needs assessments. Current priorities include improving communication and coordination with other clusters and enhancing Shelter/NFI efficiency through joint work plans.
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