Building the Capacity of the CCCM Community

Global CCCM Cluster Retreat 02 October 2019
Session overview

Objectives

• Review recent capacity-building initiatives

• Identify capacity-building priorities & way forward

Session outline

• Review since last year

• Current capacity-building initiatives

• Learning Needs Assessment overview

• Group work – priorities by region

• Plenary
Capacity-building review since last year

• Capacity-building session Cluster Retreat 2018
  • Review & sharing of CB initiatives & challenges (staff turnover, lack of time to implement new approaches)
  • New CCCM training package
  • Action points:
    • Adapt existing modules to common contexts
    • Encourage contextualising of modules in collaboration with relevant actors, e.g. national authorities

• 1 Global ToT (held in Amman), 25 participants
  • 2 Government / 13 INGO (LWF, ACTED, DRC, NRC, PUI, TDH) / 10 IOM/UNHCR
  • 17 participants field-based / 8 regional or global capital-based

• Capacity-Building Working Group re-started
Capacity-Building Working Group

• Supports delivery the **global learning materials**

• exchanges information on best practice according to context-specific needs (as needed for national level)

• contributes to the **mapping of CCCM learning trends** and advises on competence/needs, and training resources and tools

• **supports field operations on learning initiatives** and provides guidance on CCCM learning interventions and methods (coaching, mentoring)

• contributes to the **identification of CCCM learning needs among CCCM practitioners** at different levels (local/ national)

• shares lessons learned in **Monitoring and Evaluation**, hence contributing to CCCM Cluster members’ capacity to design and implement effectively CCCM activities

• contributes to the **CCCM cluster website** to strengthen interactivity, collective learning, resource sharing and dissemination of information

• explores **other clusters’** learning needs in CCCM sector

• **can be called upon to contribute to concept notes** and **fundraising efforts** to ensure the continuity of its activities, in coordination with the CCCM cluster/sector leads

• reflects on **lessons learned in CCCM learning interventions** to share with Global cluster for publication case study publication or circulation on the CCCM website
Learning Needs Assessment

Active between: 2\textsuperscript{nd} September 2019 – 30\textsuperscript{th} September 2019
Respondent Profiles

- Responses collected: 175

Organisation Type
- International NGO: 50
- United Nations: 33
- National NGO: 27
- Government/local authority: 26
- Community Based Organization (CBO): 12

Respondents Role
- Camp Manager: 50
- Project/Program Manager: 33
- Cluster Coordinator: 27
- Site Assistant: 26
- Non-CCCM: 12
- Others: 11
- Site Management: 5
- Government: 4
- Information Manager: 4
- Donor: 3

Country of Coverage
- Bangladesh: 75
- Somalia: 30
- Nigeria: 11
- MENA: 9
- South America: 8
- Central America: 7
- Guyana & Caribbean: 6
- South Sudan: 4
- Global: 3
- Afghanistan: 3
- Chad: 3
- Philippines: 3
- Not Specified: 3
- Others: 8
**CCCM Training Experience**

### CCCM Trainings Attended

- None: 36%
- Either Basic or CCCM ToT: 50%
- Both: 14%

### Online Global CCCM Cluster Training

- Not Aware: 74%
- Aware: 26%

### Training Type by Region & # Participants

(Top 8 Countries/Region)

- South Sudan: None: 2, Either: 2, Both: 0
- Guyana & Caribbean: None: 4, Either: 2, Both: 0
- Central America: None: 4, Either: 3, Both: 0
- South America: None: 4, Either: 4, Both: 0
- MENA: None: 13, Either: 5, Both: 0
- Nigeria: None: 12, Either: 3, Both: 0
- Somalia: None: 16, Either: 8, Both: 0
- Bangladesh: None: 12, Either: 31, Both: 32

### CCCM Trainings Received, by Country and Roles

(Top 8 Countries/Regions)

- South Sudan: Camp Manager: 1, Project/Program Coordinator: 1, Cluster Coordinator/Cluster Coordination Team: 0, Site Assistant: 0, Government: 0, Non-CCCM Humanitarian Actor: 0, Site Management: 0, Information Manager: 0, Donor: 0
- Guyana & Caribbean: Camp Manager: 0, Project/Program Coordinator: 0, Cluster Coordinator/Cluster Coordination Team: 0, Site Assistant: 0, Government: 0, Non-CCCM Humanitarian Actor: 0, Site Management: 0, Information Manager: 0, Donor: 0
- Central America: Camp Manager: 0, Project/Program Coordinator: 0, Cluster Coordinator/Cluster Coordination Team: 0, Site Assistant: 0, Government: 0, Non-CCCM Humanitarian Actor: 0, Site Management: 0, Information Manager: 0, Donor: 0
- South America: Camp Manager: 0, Project/Program Coordinator: 0, Cluster Coordinator/Cluster Coordination Team: 0, Site Assistant: 0, Government: 0, Non-CCCM Humanitarian Actor: 0, Site Management: 0, Information Manager: 0, Donor: 0
- MENA: Camp Manager: 0, Project/Program Coordinator: 0, Cluster Coordinator/Cluster Coordination Team: 0, Site Assistant: 0, Government: 0, Non-CCCM Humanitarian Actor: 0, Site Management: 0, Information Manager: 0, Donor: 0
- Nigeria: Camp Manager: 0, Project/Program Coordinator: 0, Cluster Coordinator/Cluster Coordination Team: 0, Site Assistant: 0, Government: 0, Non-CCCM Humanitarian Actor: 0, Site Management: 0, Information Manager: 0, Donor: 0
- Somalia: Camp Manager: 0, Project/Program Coordinator: 0, Cluster Coordinator/Cluster Coordination Team: 0, Site Assistant: 0, Government: 0, Non-CCCM Humanitarian Actor: 0, Site Management: 0, Information Manager: 0, Donor: 0
- Bangladesh: Camp Manager: 0, Project/Program Coordinator: 0, Cluster Coordinator/Cluster Coordination Team: 0, Site Assistant: 0, Government: 0, Non-CCCM Humanitarian Actor: 0, Site Management: 0, Information Manager: 0, Donor: 0
Capacity Building Needs

Subjects Requiring Additional Training

- Urban response: 79 (Most needed), 80 (Somewhat needed), 1 (Not required in this context)
- Mobile and Area Based Response: 105 (Most needed), 64 (Somewhat needed), 6 (Not required in this context)
- PSEA: 108 (Most needed), 61 (Somewhat needed), 6 (Not required in this context)
- Inclusion (gender, age, disability): 120 (Most needed), 49 (Somewhat needed), 6 (Not required in this context)
- Gender Based Violence (GBV): 122 (Most needed), 50 (Somewhat needed), 3 (Not required in this context)
- Accountability to Affected Communities: 126 (Most needed), 41 (Somewhat needed), 8 (Not required in this context)
- Communication with Communities: 133 (Most needed), 39 (Somewhat needed), 3 (Not required in this context)

Self-ranking on training skills

- Working with a translator: 65 (above average), 105 (average), 1 (below average)
- Designing/running sessions: 59 (above average), 104 (average), 8 (below average)
- Training methods: 57 (above average), 86 (average), 5 (below average)
- Roles of a trainer: 54 (above average), 101 (average), 4 (below average)
- Learning styles: 51 (above average), 114 (average), 5 (below average)
- Adult learning principles: 42 (above average), 121 (average), 1 (below average)

Training Subjects by Role (Most Needed)

- Urban Response
  - Government: 35% (Most needed), 32% (Somewhat needed), 67% (Not required in this context)
  - Site Assistant: 23% (Most needed), 32% (Somewhat needed), 67% (Not required in this context)
  - Project/Program Coordinator: 35% (Most needed), 32% (Somewhat needed), 67% (Not required in this context)
  - Cluster Coordinator/Cluster Coordination Team: 100% (Most needed)

- ABA
  - Government: 62% (Most needed), 56% (Somewhat needed), 67% (Not required in this context)
  - Site Assistant: 56% (Most needed), 54% (Somewhat needed), 72% (Not required in this context)
  - Project/Program Coordinator: 62% (Most needed), 56% (Somewhat needed), 67% (Not required in this context)
  - Cluster Coordinator/Cluster Coordination Team: 100% (Most needed)

- PSEA
  - Government: 48% (Most needed), 61% (Somewhat needed), 72% (Not required in this context)
  - Site Assistant: 61% (Most needed), 63% (Somewhat needed), 82% (Not required in this context)
  - Project/Program Coordinator: 61% (Most needed), 63% (Somewhat needed), 82% (Not required in this context)
  - Cluster Coordinator/Cluster Coordination Team: 88% (Most needed)

- Inclusion
  - Government: 61% (Most needed), 63% (Somewhat needed), 82% (Not required in this context)
  - Site Assistant: 61% (Most needed), 63% (Somewhat needed), 82% (Not required in this context)
  - Project/Program Coordinator: 61% (Most needed), 63% (Somewhat needed), 82% (Not required in this context)
  - Cluster Coordinator/Cluster Coordination Team: 100% (Most needed)

- GBV
  - Government: 56% (Most needed), 67% (Somewhat needed), 84% (Not required in this context)
  - Site Assistant: 56% (Most needed), 67% (Somewhat needed), 84% (Not required in this context)
  - Project/Program Coordinator: 56% (Most needed), 67% (Somewhat needed), 84% (Not required in this context)
  - Cluster Coordinator/Cluster Coordination Team: 100% (Most needed)

- Aap
  - Government: 61% (Most needed), 67% (Somewhat needed), 80% (Not required in this context)
  - Site Assistant: 61% (Most needed), 67% (Somewhat needed), 80% (Not required in this context)
  - Project/Program Coordinator: 61% (Most needed), 67% (Somewhat needed), 80% (Not required in this context)
  - Cluster Coordinator/Cluster Coordination Team: 100% (Most needed)

- CwC
  - Government: 64% (Most needed), 63% (Somewhat needed), 82% (Not required in this context)
  - Site Assistant: 64% (Most needed), 63% (Somewhat needed), 82% (Not required in this context)
  - Project/Program Coordinator: 64% (Most needed), 63% (Somewhat needed), 82% (Not required in this context)
  - Cluster Coordinator/Cluster Coordination Team: 100% (Most needed)
Suggestions for improvement

Suggestions to improve capacity building

- No Answer
- Trainings as opposed to in kind support
- Admin Support
- Direct Support
- Others

Admin Support

- Translations: 3
- Monitor contexts and accordingly adapt LNA: 9
- Standardize and/or contextualize Materials: 13
- Cover additional topics/further detail: 14

Trainings

- Webinar: 3
- Knowledge Management: 5
- Peer to Peer Learning: 5
- On line training: 6
- Exposure Visits: 12
- Face to Face Training: 67
Suggestions for improvement

Trainings

- **United Nations**: 20 Face to Face Training, 7 On line training, 6 Peer to Peer Learning, 4 Exposure Visits, 2 Webinar, 3 Knowledge Management.
- **National NGO**: 4 Face to Face Training, 4 On line training, 2 Peer to Peer Learning, 1 Exposure Visits, 1 Webinar, 1 Knowledge Management.
- **International NGO**: 38 Face to Face Training, 4 On line training, 2 Peer to Peer Learning, 1 Exposure Visits, 1 Webinar, 1 Knowledge Management.
- **Government/local authority**: 5 Face to Face Training.
- **Donor**: 1 Face to Face Training.
- **Community Based Organization (CBO)**: 1 Face to Face Training.

Trainings by Country

- **South Sudan**: 3 Face to Face Training, 3 On line training, 3 Peer to Peer Learning, 2 Webinar, 1 Knowledge Management.
- **Guyana & Caribbean**: 1 Face to Face Training, 1 On line training.
- **Central America**: 1 Face to Face Training.
- **South America**: 3 Face to Face Training, 1 On line training.
- **MENA**: 3 Face to Face Training.
- **Nigeria**: 1 Face to Face Training, 1 On line training.
- **Somalia**: 18 Face to Face Training, 3 On line training, 3 Peer to Peer Learning, 3 Webinar, 1 Knowledge Management.
- **Bangladesh**: 25 Face to Face Training, 3 On line training, 3 Peer to Peer Learning, 6 Webinar, 4 Knowledge Management.
Develop in depth training modules to complement the CCCM basic training on specific topics, such as "CwC", "community self management", "advocacy".

"think more about localization" – who has access to online resources

Materials available in more languages / contextualized materials

Strengthening webinars

More mentoring of new CCCM staff / online mentoring of new CCCM staff

CCCM Toolkit available in camps

Roster of training staff

Sharing of tools

More regular CCCM trainings – global & in-country

Strongen Working Groups approach

National CB plan through national Cluster

Surveys or studies on CB endeavours

Exchange of trainers within contexts

Does the cluster provide a forum for CCCM professionals to share issues and ideas? This could be useful.
Identifying capacity-building priorities

• What recent CB efforts have there been relevant to CCCM in your area? Who has this targeted?

• CB needs
  • To whom would you like to see CB targeted in your context?
  • Is there sufficient capacity in your context (internal to organization, in-country?) to develop and lead capacity-building?
  • Do you have access to external trainings if needed?

• Do the priorities for trainings & suggestions for improvement identified through the LNA reflect the needs as you understand them in your context? What are your top priorities?

• How can the ‘suggestions for improvement’ be operationalized in your context and globally? ...what are the action points?