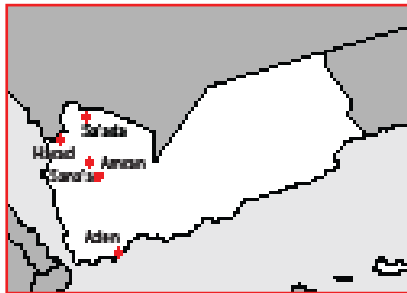
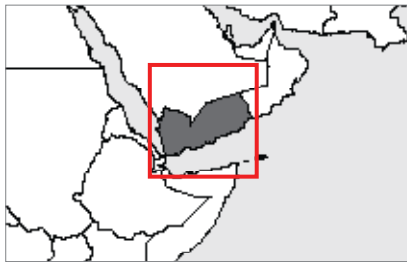


Case 12 Yemen Working with IDPs outside of camps

Keywords

- Communication with communities
- Community centers
- Host community
- Displaced population outside camps
- Inter-cluster coordination
- Local capacities
- National authorities
- Protection



Displacement Data

Country: Yemen

Cause of displacement: Conflict

Conflict Date: 2004-present

People displaced: 365,000 (2013)

Project Data

Locations: Sana'a, Haradh, Sa'ada, Amran, Aden

Duration: 2009-present (Dec 2013)



Mazrak IDP camp 40 km north of the border town of Harad. The majority of the displaced live outside the ten designated IDP camps. November 2010 / Hugh Macleoud / UNHCR

Context

Since 2004, Yemen has experienced numerous civil conflicts, which have led to massive internal displacement. Although a cease-fire was agreed in 2010, there were violent clashes which caused new displacements in 2011 and 2012. As of December 2013, Yemen had approximately 365,000 IDPs, with the majority residing in Haradh, Amran, Al-Jawf, Sa'ada, Aden, Abyan, Lahj, Hadrarnout, Shabwa, Taiz, Al Baydah and Sana'a.

At the onset of the conflict in 2010, the government sought to establish camps to manage the displacement situation. However, due to pastoral land rights and the complexity of land acquisition, this was not a viable option. The cluster lead agency worked with the national authorities to divide tasks and assign responsibilities. This included a Terms of Reference for the 'Executive Unit' (the government entity with responsibility for IDPs), which detailed a general response to IDPs in camps. However, in Yemen it is not common to live in close proximity with others who are not immediate family members. Therefore, even though official IDP camps were established, the majority of IDPs (90%) actually resided outside of camps. Consequently, the cluster lead agency advocated that the Executive Unit, collaborating with key stakeholders, expand its mandate to respond to IDPs out of camps.

The cluster lead agency's established refugee activities (used prior to cluster activation), were utilized and adapted to work with IDPs outside camps. In particular mobile legal clinics were referenced and served as the basis for creating IDP community centers in areas with limited humanitarian access. The cluster lead agency subsequently initiated the IDP community center project in cooperation with national NGOs and national authorities to better respond to the needs of IDPs outside camps.

Actions Taken

- **Strengthened the capacity building of local NGOs already working with IDPs outside camps.** In 2008 (prior to cluster activation), the CCCM Cluster lead agency in collaboration with an NGO, established an information and counselling center to assist IDPs' in accessing information, legal aid, social support, and material assistance. The NGO trained 80 adults and youths in basic life skills and provided grants in the form of start-up kits to create their own small-scale businesses. The concept for the centers started in Sa'ada as an information and counselling center, and was later transformed into a community center.
- **Supported local organizations to develop IDP community centers in key regions.** In 2009, an IDP community center was established and run by an NGO in Amran and the following year the NGO set up another center in Sa'ada. Two other centers were founded in 2010 by two local organizations. A fifth center was created by an international organization in 2011 in Aden.
- **Utilized outreach mobile programmes** in Amran and Sa'ada to access remote areas far from the community centers. The mobile outreach activities were part of the community centers and were used to follow-up cases, distribute information, and identify persons with



Meeting with key IDPs representatives

specific needs. The mobile programmes were also utilized to assess IDP locations outside camps.

- **Facilitated the dissemination of vital information among stakeholders** (National authorities, humanitarian community, NGOs, development actors, beneficiaries, host community). The centers captured relevant data on IDPs, maintained individual records, and were a useful source of information for key stakeholders especially for a more holistic programming response.
- **Encouraged the multi-functionality of the centers.** IDPs frequently

used the community centers as a meeting point to engage with other IDPs. Services such as recreation and sports activities for youth, child friendly spaces, women's groups, and entrepreneurial opportunities were also offered. Additionally, humanitarian actors used the centers as distribution points for NFIs and food items.

- **Provided financial and technical assistance** to the IDP community centers.

Challenges

- **Access** to IDPs in tribal regions was and remains an issue for International NGOs and UN agencies.
- **Limited resources**, which have restricted implementing a holistic strategic response.
- **Lack of sufficient IDP data** to distinguish the host community from IDP population.
- **Participation of the host community** was not sufficiently addressed in cluster meetings.
- **Unable to provide individualized support to all those in need.** Due to the general situation in Yemen, most host communities were just as vulnerable as the IDPs. With all community members requesting assistance it proved difficult to solely target IDPs and address their individual needs.



IDP Community Center run by Islamic Relief in Sa'ada. IDPs from far and near visited to access information and assistance



Inter-agency assessment of IDP location in Malahet District, Sa'ada Governorate



IDPs who fled Sa'ada to Amran and are receiving NFI assistance

Successes

- **The CCCM Cluster developed strong relationships with local Sheikhs and local community-based organizations, especially in areas with limited access.** Per the recommendation from a 2010 Mission Report, the cluster utilized existing community governance structures (i.e. religious and tribal leaders) in areas where it was not logistically feasible to access IDPs. In coordination with local community-based organizations, the cluster held capacity building exercises to train local humanitarian workers on assistance delivery based on humanitarian principles. In collaboration with CCCM practitioners, the community-based organizations and local Sheikhs provided key services to IDPs in remote regions while monitoring and evaluation was conducted by national staff.

- **The community centers were seen by the cluster and national authorities as the best tool to properly assess the needs of dispersed IDPs,** and the only viable way to provide critical resources to beneficiaries. The Executive Unit used the centers for sharing information, conducting the registration of IDPs, as a meeting location, and for delivering assistance. The CCCM Cluster was actively involved in gathering and distributing information at the centers. In partnership with local organizations and other clusters, other services such as psycho-social support, legal advice, and counseling were provided.
- **The cluster lead agency built a strong relationship with the government** and advocated for the need to work with IDPs out of camps.
- **Good inter-cluster coordination** due to the collaborative nature of

the operation and cross-cutting factors, agencies worked together to optimize assistance to IDPs.

- **Committee systems and key focus group discussions** were established and occurred regularly.
- **The Protection Cluster's community-based protection networks** were a useful tool for providing key services to beneficiaries and accessing IDPs outside of camps.
- **The CCCM Cluster's advocacy for quick impact projects and income generating activities** to provide immediate relief. This fostered peaceful co-existence between IDPs, returnees, as well as the hosting and affected-communities, as it minimized hostilities, maintained harmonious relations and promoted awareness-raising on the situation of IDPs.

Lessons

- **The humanitarian response to IDPs outside camps was a collective responsibility** among the clusters to ensure all needs are addressed.
- **Outside agencies viewed the IDP community centers as a useful tool.** A more individualized approach to IDPs was used and joint service deliveries were carried out.

- **Lobbying facilitated by the clusters** could lead to the development of national IDP policies and strategies.
- **The CCCM Cluster required the necessary resources** to effectively assume their role as the "provider of last resort" to fill the gaps of humanitarian assistance and relief.



The overall goal of the CCCM Cluster is to improve living conditions of displaced persons. It does this by facilitating the effective provision of protection and services in camps and camp-like settings, advocating for durable solutions and ensuring organized closure and phase-out of camps.