**SUMMARY:**

CCCM partners in Somalia have been using a mixed approach of traditional and mobile activities to respond to the 2.6 million displaced people in the country. Partners were focused on strengthening coordination of services, improving living conditions in sites through care and maintenance and ensuring diverse community governance systems for better overall site management.

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**KEYWORDS:**

AREA-BASED APPROACH, COMMUNITY RESOURCE CENTRE, ASSISTANCE / SERVICES MAPPING, INFORMATION PROVISION/REFERRAL, COMMUNITY ENGAGEMENT, MOBILE AND AREA-BASED APPROACH

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**CAUSE OF DISPLACEMENT**

Conflict / Drought

**DATE OF EVENT CAUSING DISPLACEMENT**

November 2016 - present

**PEOPLE DISPLACED**

Total: 2,6 million; Outside of camps and camp-like settings: 800,000; Informal settlements: 1,8 million internally displaced persons (IDPs)

**PROJECT LOCATION**

South Central: Baidoa
Puntland: Garowe

**PROJECT DURATION**

May 2017- Ongoing

**NUMBER OF PEOPLE TARGETED BY THE PROJECT**

Informal settlements:

- Baidoa: 250,000
- Garowe: 75,000

**CCCM COORDINATION MECHANISM**

Cluster activated

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**CCCM: Training on Camp Coordination and Camp Management** for local authorities, informal settlement gatekeepers and communities and stakeholders in Garowe.

- **April 2018**
  - National Sub-Cluster Activation in Garowe
  - Mobile team began Service Delivery Monitoring: first circulation of the dataset with partners in Garowe
  - Camp Management Committees revived/established within all informal settlements (24) in Garowe

**Community Resource Centres** built and established in clustered locations of informal settlements within Baidoa district.

- **June 2018**
  - Local authorities donated public land in Baidoa for temporary settlements for displaced populations for the first time after the CCCM Cluster initiated negotiations with the district authority
  - A Public Site task force was created to coordinate and plan relocations of sites to public land. The task force was made up of clusters, government authorities, NGOs and UN agencies.

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**TIMELINE**

- **May 2017**
  - Project start date
  - CCCM Cluster was activated in Somalia
    - Mobile teams start CCCM activities in Baidoa. This includes site monitoring of services and communication with communities (CwC) activities.
    - First site verification was conducted in July to understand how many sites were in Baidoa, the population of the sites and the GPS coordinates.
    - Movement trend tracking was started to track flows of populations in and out of sites as well as to alert partners such as nutrition to where the new arrivals settled so they can be targeted.
    - CCCM Cluster trains 30 partners and government authorities on CCCM core principles to ensure smooth coordination and buy in to the project.
    - 8 Community Resource Centres are constructed in Baidoa.

- **January 2018**
  - CCCM: Training on Camp Coordination and Camp Management for local authorities, informal settlement gatekeepers and communities and stakeholders in Garowe.
  - National Sub-Cluster Activation in Garowe
  - Mobile team began Service Delivery Monitoring: first circulation of the dataset with partners in Garowe
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- **June 2018**
  - Community Resource Centres built and established in clustered locations of informal settlements within Baidoa district.

- **July 2018**
  - Local authorities donated public land in Baidoa for temporary settlements for displaced populations for the first time after the CCCM Cluster initiated negotiations with the district authority

- **August 2018**
  - A Public Site task force was created to coordinate and plan relocations of sites to public land. The task force was made up of clusters, government authorities, NGOs and UN agencies.

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**Ongoing**
Service provision has been poor inside these sites, so most aid area and joined existing IDP settlements on private land. Evictions have increased significantly, putting further stress on displaced families who can be forced to move multiple times and limiting their ability to integrate into social structures. Although the scale of displacement was massive, before the activation of the CCCM cluster, there was no consolidated data on the number of sites in the country, the number of people living in sites, or on the services available in these sites. Existing coordination and management mechanisms were largely informal, with most informal settlements being managed by Informal Site Managers such as community leaders or gatekeepers employed by the landowners. These mechanisms have limited accountability and little adherence to minimum standards. There were no mechanisms set up for monitoring of service provision to ensure that minimum or agreed standards have been met or that people were able to access these services. As a result of inadequate site level information and assistance monitoring, assistance did not efficiently and effectively reach the most vulnerable such as women, girls, minorities, people with disabilities and the elderly, making them more vulnerable and subject of higher rates of discrimination and exclusion of service provision.

OUTLOOK

The mobile response strategy proved effective in reaching the most vulnerable such as women, girls, minorities, people with disabilities and the elderly. The mobile teams went directly to the informal settlements and were able to reach the most vulnerable. The mobile teams were also able to identify gaps in service provision and to mobilize resources to address these gaps. Mobile teams were also able to identify and address GBV risks, including providing GBV victim protection and providing GBV victim support.

COMMUNITY DEVELOPMENT

The mobile teams were also able to support community development activities, such as setting up CRCs and facilitating community meetings. The CRCs were able to provide basic services, such as schools, health centres, nutrition centres, and WASH facilities. The CRCs also provided GBV victim support and GBV victim protection.

Further, the mobile teams were able to support the local authorities in setting up and managing informal settlements. The mobile teams were also able to support the local authorities in setting up and managing informal settlements. The mobile teams were also able to support the local authorities in setting up and managing informal settlements.

Due to the private ownership of the land, populations have often been completely left out of community coordination or governance structures and therefore have little chance of receiving aid. Stronger identification of displaced communities' needs, complaints, gaps and return intentions or concerns were needed to inform policies and assistance to be provided to them.

Gender-Based Violence (GBV) risks are heightened in these informal sites: overcrowded shelters, shelters with no internal partition, lack of lightening in the shelters and in the public spaces, as well as the lack of WASH facilities and below standards facilities increase the risk of GBV. Due to the small size and private land ownership of the settlements, no health facilities are within the sites and the existing health facilities are often far from the settlements, making it difficult for GBV victims to access support. GBV has been a taboo and sensitive topic, causing obstacles in circulating referral pathways as agencies' focal points fear retaliation.

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Activities conducted included:

- Conducting safety audits in collaboration with GBV partners to identify risks in the site and related to service delivery;
- Monitoring risk of eviction (recording tenure agreements, length and status and then flagging to local authorities and HLP partners when sites are at risk of eviction);
- Creation of site level information management tools such as service maps, camp/site profiles, contact lists and monitoring maps to advocate for multi-sectoral responses in sites;
- Establishment of site level advertised referral pathways, IDP hotlines or complaint and feedback mechanisms;
- Conducting information campaign which circulate information on service provider activities available and collecting feedback;
- Movement Trend Tracking (monitoring of movement in and out of the sites on a permanent and semi-permanent basis);
- Establishment of CRCs, community centres or information centres within the area of a cluster of sites, making available protection referrals and general information. These can be static or mobile.

GBV ACTIVITIES

In Garowe, CCCM partners worked with the GBV Area of Responsibility (AoR) to conduct site safety audits using Safety Audit tools developed for Somalia with support of the GBV integration guidelines team. In addition to the tool, Focus Group Discussions (FGDs) were conducted in the sites to discuss GBV risks affecting women and girls and obstacles to participation and empowerment. Workshops were conducted with GBV partners to discuss ways to improve GBV referral pathways in the informal settlements. This initiative has now being replicated in Baidoa.

IMPACTS OF THE PROJECT

The project has a positive impact on the lives of the affected population: although services provided at the site level still presented many gaps, through improved coordination and community participation, CCCM Mobile teams were able to channel complaints to the competent service providers and concretely use the data collected through the monthly service monitoring tool to improve lives of the displaced communities. IDPs sites that had previously been excluded from service provision due to poor targeting or marginalisation of minority populations finally received attention through site monitoring and access to feedback mechanisms. There was a notable improvement in WASH services in Baidoa after the WASH cluster received information from CCCM on water provision. The WASH cluster was able to use the data to mobilise resources and coordinate an improved response. Through site planning trainings, camp clean up days and distributions of sanitation tools, communities have been able to re-plan the space available within the sites more effectively, to make them safer and cleaner. For instance, footpaths have been added and waste disposal has improved, achieving more and better quality shared outdoor space for families.
ACHIEVEMENTS

• The Mobile approach allowed flexibility through its small mobile teams covering a large geographical area of the dispersed smaller sites reaching a greater number of displaced people. This has been important in the context of Somalia, since the scale of displacement has been very large and additionally since the cluster was new and slow to attract funding. As most sites were in urban areas, there were constant evictions and establishment of new sites.

• The Mobile approach facilitated the possibility to adapt rapidly to change of context, for example, prioritising newly established sites after an influx of displaced people.

• As the drought crisis in Somalia subsided and the displacement became protracted, the Mobile approach allowed for more community level self-management of the sites and minimised the risk of creating dependency. Many of the households have been displaced for years and have developed their own coping strategies. A facilitating approach taken by the mobile teams allowed them to fit in already existing governance structures at the site level, building their governance capacity without hindering the coping mechanisms and structures that the communities have been developing for years.

ACHIEVEMENTS, CHALLENGES AND LESSONS LEARNED

CHALLENGES

• Due to the scale of displacement and the quantity of sites, it was challenging to guarantee individuality of each site. Instead, sites had to be grouped into geographical clusters of sites to analyse data, conduct meetings, or deal with feedback.

• It was challenging to retain balance between providing assistance to all the dispersed settlements and at the same time retain the capacity to respond to the specific needs of each community.

• The lack of constant presence in the site meant that partners often failed to coordinate through CCCM mechanisms. CCCM partners had to put a lot more energy into coordination from a service coordination perspective as compared to in a site or camp where partners are present all together on the ground.

• As much as the ‘light touch’ of a mobile approach can reduce dependency, it also compromises heavily on service quality. Services were not monitored in the same way as in sites with permanent access and presence. CCCM was only able to be successful in this approach if both the community and the service providers were committed and bought in to the approach. This meant that a lot of effort had to be focused into capacity building and training of both beneficiaries and partners (agencies and local authorities) so there was clarity on CCCM’s responsibilities.

LESSONS LEARNED

• The Mobile Approach should go hand in hand with constant presence on the ground through community committee members: building relationship and trust was key to ensure a coordinated and effective approach between the Mobile team and the community. This was especially true in the context where the gatekeepers were frequently suspicious of any community engagement activities within the sites they were employed to manage by the landowners.

• The Mobile Team had to keep a good balanced relationship - a facilitating role - between the gatekeepers, the community, government and other service providers in order to build trust and transparent decision-making processes. In some instances, community members called CCCM team members late at night to report events in the sites and seek for support, demonstrating the trust relationship established between CCCM teams as the primary support and contact point advocating for issues concerning the sites and the life in the sites.

• Coordination at the site level was crucial in Somalia: in a context where often projects were implemented for short period of time and lack continuity or exit strategy, where security conditions often allow only a limited presence in the field and community engagement was either poor or superficial (i.e. stops at beneficiary selection), coordination at the site level and reliable information management supports fact-based advocacy and improved widespread service delivery.

1 Operational Portal, CCCM Cluster Somalia
2 ACCCM Cluster Dashboard, September 2018
3 Baidoa CCCM Site Verification, September 2018
4 Since 2015, when the Protection Cluster Eviction Tracker started to be operated by the NRC, on average each year more than 155,000 individuals have been evicted across Somalia. In 2015, according to the tracker, approximately 130,000 individuals were evicted; approximately 162,000 individuals in 2016; and, including the estimated total affected individuals of the 29th and 30th December eviction, 190,000 individuals in 2017. Source, Back-to-square-one, NRC, 2017
5 UNHCR Somalia Displacement Dashboard, Protection and Return Monitoring Network (PRMN)
6 UNHCR Operation Portal, Somalia
7 CCCM Cluster Somalia Strategy, Technical Working Groups (Pg 8)
8 In June 2018