

WHAT IS CCCM?

CAMP COORDINATION AND CAMP MANAGEMENT

The mission of CCCM is to ensure equitable access to services and protection for displaced persons living in communal settings, to improve their quality of life and dignity during displacement, and advocate for solutions while preparing them for life after displacement.

The CCCM unit supports field operations with tools, guidance and capacity building to coordinate and manage displaced populations effectively.

CCCM methodologies are applied in communal displacement settings; collective centres, camps (spontaneous and planned), camp-like settings, and communal settlements. It should be remembered that camps and communal settlements are temporary sites that should be established **only as a last resort**.

DEFINITIONS

The Cluster Approach was adopted by the Inter-Agency Standing Committee in 2005 as a means to strengthen predictability, response capacity, coordination and accountability by strengthening partnerships in key sectors of humanitarian response, and by formalizing the lead role of particular agencies/organizations in each of these sectors.

As the camp management and camp coordination sector is essential in almost all emergencies, a new CCCM Cluster was created. It was acknowledged that *how* camp management is done is crucial to the quality of life, dignity and future sustainable solutions for the IDPs and for ensuring that life in a communal setting constructively prepares individuals for life after displacement. At global level, UNHCR and IOM are the CCCM co-cluster lead agencies. UNHCR leads the cluster for conflict situations and IOM for natural disasters.

THE LEVELS OF RESPONSE ARE:

- **Global** - Standards and policy setting, building response capacity, operational support
- **Country** - Development and support of national strategies and plans
- **Field / Regional** - Coordination of multiple camps
- **Camp/centre** - Management of a single camp/communal center

The following roles and responsibilities have been agreed upon to ensure effective response at all levels:

CAMP COORDINATION (CC)

Camp Coordination entails the coordination of roles and responsibilities directly relating to the development and support of national/regional plans relating to the establishment and management of communal settlements (incorporating solutions and exit strategies). The primary objective of the CC function is to advocate for the humanitarian space necessary for the effective delivery of protection and assistance. The Camp Coordination Agency is the designated cluster lead agency for CCCM. The **Camp Coordinator** shall:

- Ensure all stakeholders are fully consulted and appropriately involved during the humanitarian response

- Provide appropriate support to national authorities, (including capacity building), and encourage government ownership of the protection and assistance strategy for camps and communal settlements
- Identify and designate camp management agencies and service providers as well as monitor and evaluate service provision
- Provide training and guidance for all humanitarian partners
- Set-up and maintain assessments, monitoring and information management systems for partners to have access to operational data at camp and inter-camp levels to identify gaps and duplication of efforts

CAMP ADMINISTRATION (CA)

Camp Administration is the role of Governments and National Authorities and refers to those functions of national authorities that relate to overseeing of activities in camp-like situations. In line with the obligation and responsibility of a state to provide protection and humanitarian assistance to IDPs, **Camp Administration** shall:

- Maintain law and order and the civilian character of IDP settlements
- Prevent any eviction or any other further displacement of IDPs in the communal settings before they can regain their original homes or are offered other sustainable solutions
- Facilitate access to camps by the humanitarians
- Designate/open and close camps, hereunder secure land and occupancy rights for temporary settlements
- Issue documentation (birth certificates, ID cards, travel permits etc.) to its inhabitants

CAMP MANAGEMENT (CM)

Camp Management Is the role of a Camp Management Agency, normally a national or international NGO. Camp Management encompasses those activities in one single camp that focus on co-ordination of services, establishing governance and community mobilization mechanisms, maintenance of camp infra-structure, data collection and sharing, provision of defined services and monitoring the service delivery of other providers. The **Camp Management** Agency shall:

- Assist the camp co-ordination agency in defining the standards and indicators that are to be applied in particular responses with camp or camp-like situations
- Closely collaborate with the on-site authorities (Camp Administration) and liaise with them on behalf of all humanitarian actors in a camp when required
- Coordinate the response in one single camp, specifically collect and maintain data to identify the gaps in the provision of protection and assistance and avoid the duplication of activities as well as feed information and data to the Camp Co-ordinator and to any information systems which is set-up within the cluster.

KEY PRINCIPLES

The key issues for CCCM are to:

- Create access and delivery of humanitarian services to communal settings
- Ensure **effective coordination** of humanitarian services and actors in communal settings
- **Identify gaps and needs** in terms of protection and assistance in and among communal settings
- Provide partners with **systematic information** on residents (mindful of the importance of sex- and age-disaggregated data), humanitarian services and gaps in collective settings
- Ensure that assistance and protection is provided **uniformly in all communal settings** in line with common technical standards and policy guidance

- Ensure systematic and meaningful **participation** of the displaced communities in all aspects of camp life
- Ensure development of an overall camp/settlement **response strategy** involving all partners including beneficiaries and governmental representatives
- Links assistance provided in communal settings with return and reintegration policy that includes **durable solutions**.
- Ensure mainstreaming of **cross-cutting issues** including protection, environment, HIV/AIDS and age, gender and diversity

STRATEGIC GOAL AND OBJECTIVES

The overall goal of CCCM is to improve living conditions during displacement while seeking and advocating for durable solutions to end camp-life and organize closure and phase-out of camps upon IDP return.

To ensure the objective of a timely and effective response in camp management and camp coordination, CCCM focuses on delivering strong **field support**, constructing and maintaining strategic **partnerships**, ensuring **response capacities** and developing adequate **field tools, standards and technical guidance**

FIELD SUPPORT

The CCCM cluster supports the field by providing the following:

- Surge capacity/deployment of CCCM experts to complex emergencies
- Technical guidance and advice to CCCM clusters activated in field operations
- Short term diagnostic or technical missions
- Training: A roster of interagency trainers to facilitate CCCM and camp management trainings at regional and field level

PARTNERSHIPS

UNHCR and IOM are the co-chairs of the CCCM cluster. Other partners include:

- CARE International
- Danish Refugee Council (DRC)
- Norwegian Refugee Council (NRC)
- International Rescue Committee (IRC)
- Lutheran World Federation (LWF)
- Shelter Centre
- OCHA
- Catholic Relief Service (CRS)

The CCCM Cluster aims at fostering strong partnerships in all aspects of its work. Stand-by agreements with NRC, DRC and Shelter Center and several others support CM and CCCM deployments to the field and all tools are developed with partners as the driving forces.

CAPACITY DEVELOPMENT

A CCCM Training Task Force comprising of IOM, UNHCR and NRC develops new training tools and supports the field with **building preparedness response capacity**, and hereunder develops national capacities as a part of contingency planning.

The CCCM inter-agency training roster comprises 45 well-trained English, French and Spanish speaking facilitators ready to deliver CM and CCCM training workshops. The CCCM cluster has developed three sets of training modules:

1. Camp Coordination

For Camp Coordinators/Cluster Coordinators to equip them with knowledge as well as leadership and coordination skills needed for assuming the role as coordinators

2. CCCM / Camp Management

For all cluster partners (incl. national authorities) working in camp-like situations to help them gain mutual understanding of roles and responsibilities and agree on effective coordination mechanisms through addressing key themes relevant to all stakeholders and introducing them to technical issues pertaining to managing a camp

3. CM/CCCM Training of National Trainers

For national staff in operations with repeated and large scale need for building national response capacity.

TOOLS & POLICIES

Guidance and technical inputs are constantly developed, translated and disseminated to assist the field in responding to needs.

The Camp Management Toolkit has been widely disseminated to the field in English, Arabic French and Spanish as well unofficially translated into Nepalese and Tamil. Forthcoming tools include:

- Camp Closure Guidelines
- Collective Center Guidelines
- Best practice catalogue
- CCCM Needs Assessment
- Manual for national capacity building.
- Roles and Responsibility matrix with other clusters

RESOURCES ON CCCM

Guidance on CCCM issues are provided in:

- Camp Management Toolkit, 2009
- Collective Centre Guidelines, 2010
- CCCM section in the IASC Gender Handbook
- CCCM chapter in the IDP Protection Handbook

CONTACT INFORMATION

Nuno Nunes

Global CCCM Cluster Co-Coordinator
(Natural Disasters)

IOM

Tel: +41 22 717 9326

Email: nnunes@iom.int

Kimberly Roberson

Global CCCM Cluster Co-Coordinator
(Conflict)

UNHCR

Tel: +41 22 739 7408

Email: roberson@unhcr.org