CCCM

camp coordination and camp management

field guidance for **national security forces** in Nepal

International Organization for Migration | Nepal

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Foreword

In its efforts to manage and promote safe and orderly migration, the International Organization for Migration (IOM) is the co-lead of the Camp Coordination and Camp Management (CCCM) cluster at the global-level. As the co-lead, an IOM goal is to strengthen CCCM coordination platforms at country level to prepare and respond effectively to humanitarian crises where strong leadership, clear lines of communication and accountability, and collaborative partnerships are most needed in emergency situations.

The Nepal 2015 earthquakes highlighted the importance of effectively managing displacement through standardized set-up of displacement sites to respond in good time to the needs of the displaced populations. A comprehensive response in camp management aims at improving the quality of life and dignity during displacement through participatory processes, working together with and advocating on behalf of, internally displaced people, as well as other persons and communities affected by disaster.

In recent years, IOM has conducted several trainings and consultations with officials of the National Security Forces from the Nepal Army, Nepal Police and Armed Police Force, which helped to identify additional needs and gaps of National Security Forces on CCCM response mainly related to safe evacuation, camp set up, IDPs registration and protection. Generous funding from the United States Agency for International Development (USAID)/ The Office of U.S. Foreign Disaster Assistance (OFDA) has enabled this project 'Capacity Building of Nepal Security Forces in Camp Coordination and Camp Management (CCCM) Response' in its aim to contribute to the Government of Nepal's efforts to be ready to provide efficient and effective emergency response. This objective will be accomplished by increasing the knowledge and capacity of the National Security Forces to apply international standards in Camp Coordination and Camp Management through trainings and practical exercises that prepare these key emergency responders to meet any future natural disasters. As part of the project, this handbook has been developed to present the basic principles and tools of CCCM in a straightforward and practical manner that builds on the Camp Management Toolkit (2015), The Sphere Project, 2011 Edition, and the adapted training materials developed by the Camp Coordination and Camp Management Cluster at national level.

Paul I. Norton
Chief of Mission, IOM Nepal

Displacement and types of camps and camp-like settings

Displaced people choose different temporary solutions to displacement. Most of the people preferably stay with host community in relatives, friends or neighbours' houses. When displaced families have the means, they may rent a house.

Camps and camp like-settings do not offer a durable solution to situations of displacement and should only be established as a last resort for the provision of protection and assistance.

While CCCM does not advocate for the setting up of camps, it recognizes that sometimes camps are the only option for the temporary accommodation and protection of those forced to flee from natural disasters and conflicts.

The CCCM cluster distinguishes 4 types of camps:
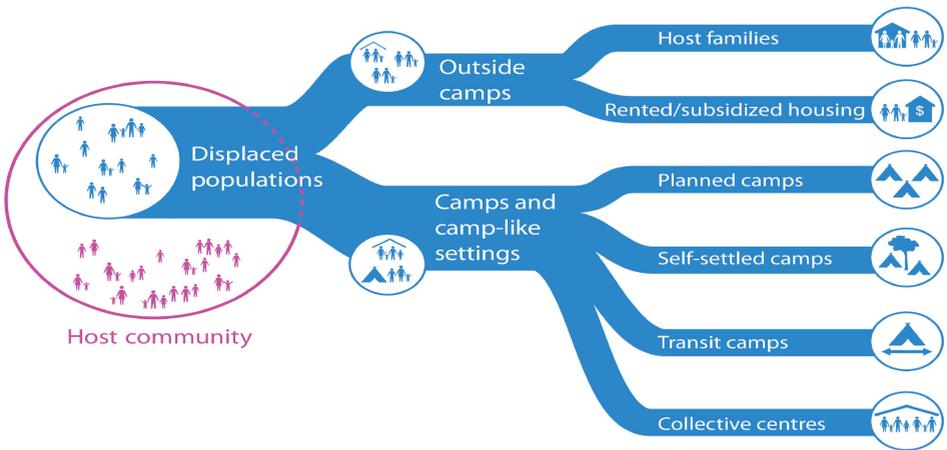
Planned Camps: Planned camps are places where displaced populations find accommodation on purpose built sites, where service infrastructure is provided and distributions take place.

Self-settled Camps: Displaced groups may settle in camps that are independent of assistance from the government or humanitarian community. Self settled camps, sometimes known as spontaneous sites, may be sited on state owned, private or communal land, usually after limited negotiations with

the local population or private owners over use and access.

Transit Camps and Reception Centres: Transit camps and reception centres provide temporary accommodation for displaced persons pending transfer to a suitable, safe, longer term camp, or at the end of an operation as a staging point of return.

Reception and transit camps are usually either intermediate or short-term installations.

Collective Centres: Pre-existing buildings may be used to host displaced populations. Examples of such buildings include schools, barracks, community halls, sports facilities, warehouses, disused factories, and unfinished buildings.

Camps and camp like settings are temporary sites and should be established only as a last resort for provision of assistance and protection.

The Goals of Camp Coordination and Camp Management are to:

• Improve living conditions during displacement;

• Ensure assistance to and protection of IDPs in displacement sites;

• Seek durable solutions to end camp life and organise closure and phase out of camps.

The Four Key Components of Camp Management:

Camp Management is about providing assistance and protection to the residents of the camp in accordance with International Law and Standards and ensuring that every member of the community has the opportunity to participate in the activities of the camp.
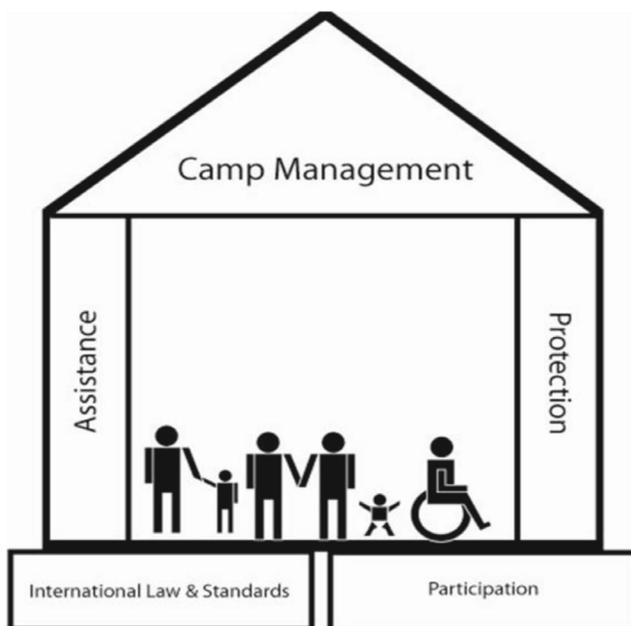
Protection

All activities that contribute to the respect of the human rights of displaced people.

Protection activities ensure that displaced populations have access to physical security (protection against harm); legal security (access to justice and legal documents such as birth certificates, identification cards); and material security (equal access to basic goods and services).

Assistance/Services

All activities that contribute to meeting the basic needs of displaced people, including shelter, food, water, education, non-food items, and health.

Assistance and service delivery is necessary to uphold a life with dignity for IDPs, in line with the needs arising from displacement. Assistance and service delivery is often divided per sector, e.g. health, education, food, water and sanitation.

Participation

All activities that contribute to the active involvement of the residents in discussions, decision-making processes, and activities concerning the day-to-day life at the camp.

International Law and Standards

Standards provide guidance for minimum levels of service delivery and protection. They have been defined globally to uphold the right to live with dignity for people affected by natural disasters. Standards are the practical expression of human rights. They provide guidance on the concrete application of human rights.

The Camp Lifecycle

In general, there are three distinct, yet clearly overlapping, dynamic phases of the camp lifecycle. The needs of the population and the activities in the camp change during each phase.

CAMP SET-UP

CARE AND MAINTENANCE

CAMP CLOSURE
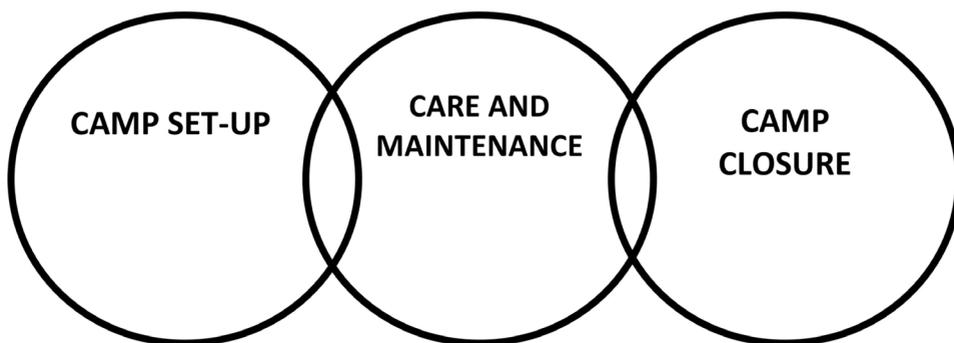
Planning and Set-Up

Planning and set-up entails preparing and planning before and at the onset of displacement, while keeping in mind closure and durable solutions, as well as exit strategies at the national, regional and local level. It implies identifying technical and social activities related to the arrival of the displaced community on camp.

The way a camp is planned and set up will have a critical impact on the health, well-being and protection of the displaced population as well as on the ability to manage daily activities and foster the participation of the community.

Activities during the camp planning and set-up phase ideally include the set-up of all facilities, such as shelter and sleeping facilities; sanitation facilities (toilets, showers and sometimes places for washing clothes); cooking areas; garbage disposal areas; and recreation spaces. This phase also entails the registration of the displaced population and the identification of individuals with specific needs.

It is also crucial to already be planning phase-out and closure strategies from the beginning. However, camps often emerge spontaneously and without prior planning, making it necessary to establish strategies in a more dynamic manner. Hence improvement of spontaneous camps on which conditions do not meet minimum humanitarian standards is also an important component of the camp-planning phase.

Care and Maintenance

Care and Maintenance is the phase when the community is living in the camp and whereby on-going up-keep and repair (and possible expansion) of camp infrastructure may be required. During this phase, the social aspects of the camp need to be fostered, supported and mobilized to the best of all stakeholders' abilities. Furthermore, activities are taking place in the camp on a regular basis. This phase can be the longest and most difficult phase of the camp's lifecycle, especially if displacement is prolonged and a durable solution for closure is not easily identified and implemented.

The daily activities of the camp include maintenance work of facilities, such as shelters, latrines, cooking areas, garbage disposals, drainages, roads, and paths. Keeping track of new arrivals and returns of displaced people is equally important to monitoring the protection needs of the displaced population.

Closure and Durable solutions

Closure and durable solutions entails planning for the return of the displaced community to their homes. Durable solutions that result in camp closure are

identified and monitored from the Planning and Set-Up phase. Information relating to closure is shared with site residents on an on-going basis during all phases of the camp's lifecycle. During this phase, social, legal and technical activities related to the closure of the camp take place.

The closure of the camp ought to occur only when the displaced population's need for refuge has ceased because a durable solution has been found.

Displaced populations can either:

• Return to their home communities;

• Integrate into the area of relocation;

• Resettle in a third location.

Seeking durable solutions is an essential part of camp closure planning. This can be done, for example, by providing people with information about return options and, where needed, providing return assistance for the most vulnerable.

It is important to deregister people as they leave the camp during this phase of the camp's lifecycle. Furthermore, a thorough clean-up, decommissioning of infrastructure, and proper disposal of waste is always recommended to ensure sustainability of the land allocated for the camp, and to avoid environmental degradation.

Very often the three phases of the camp's lifecycle overlap, and a particular phase may vary in length depending on the displacement context and ability to secure a durable solution.

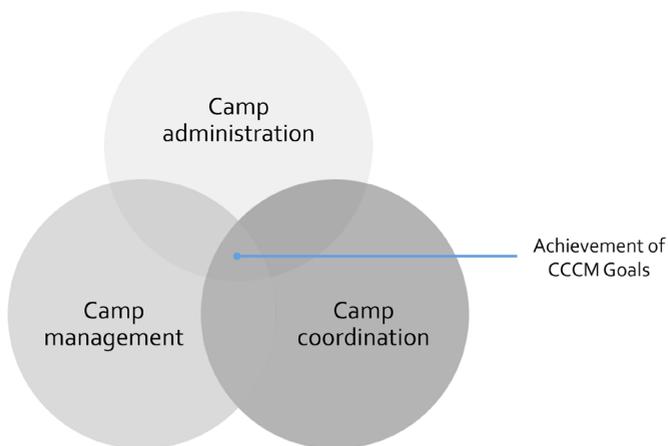## Roles and Responsabilities

Camp Administration (CA) refers to the overall strategic level of camp management and the primary role of national authorities. Specific responsibilities include normal government functions, such as: the provision of security, law and order; maintaining the civilian character of displacement sites; facilitating access to sites; securing land and occupancy rights, including

resolving disputes arising from the appropriation of land; preventing claims against individuals, groups, and agencies working in a camp; preventing evictions, relocations, or any other further displacement of those living in the camps; and the issuing of legal documents, such as birth and death certificates, to displaced persons who are outside their original home.

Camp Coordination (CC) responsibilities aim to harmonize assistance between multiple camps. The main purpose of coordination is to ensure that no one on a camp or group of people receives disproportionate assistance, while at the same time ensuring standardized reporting formats, information collection, and standards of service provision.

Camp Management (CM) refers to daily operational tasks. The importance of having a single focal person/agency working in a single camp is recognized as central to good practice.

CCCM Cluster Approach

Clusters are the group of humanitarian organizations, both UN and non-UN, in each main sector of humanitarian action. They are designated by Inter Agency Standing Committee (IASC) and have clear roles and responsibilities for coordination. The Inter-Agency Standing Committee (IASC) is the primary mechanism for inter-agency coordination of humanitarian assistance. It is a unique forum involving the key UN and non-UN humanitarian partners.

The Cluster Approach aims to ensure sufficient global humanitarian capacity, as well as effectiveness of response. Cluster Approach is activated when clear humanitarian needs exist within a sector, when there are numerous actors within sectors and when national authorities need coordination support.

There are 11 clusters of different sectors with their leads such as Food Security (WFP & FAO), Health (WHO), Logistics (WFP), Nutrition (UNICEF), Protection (UNHCR), Shelter (IFRC and UNHCR), Water, Sanitation and Hygiene (UNICEF), Camp Coordination and Camp Management (IOM/UNHCR), Early Recovery (UNDP), Education (UNICEF & Save the Children), and Emergency Telecommunication (WFP). The Office for the Coordination of Humanitarian Affairs (OCHA) is the part of the United Nations Secretariat responsible for coordination of humanitarian actors within the Cluster Approach.
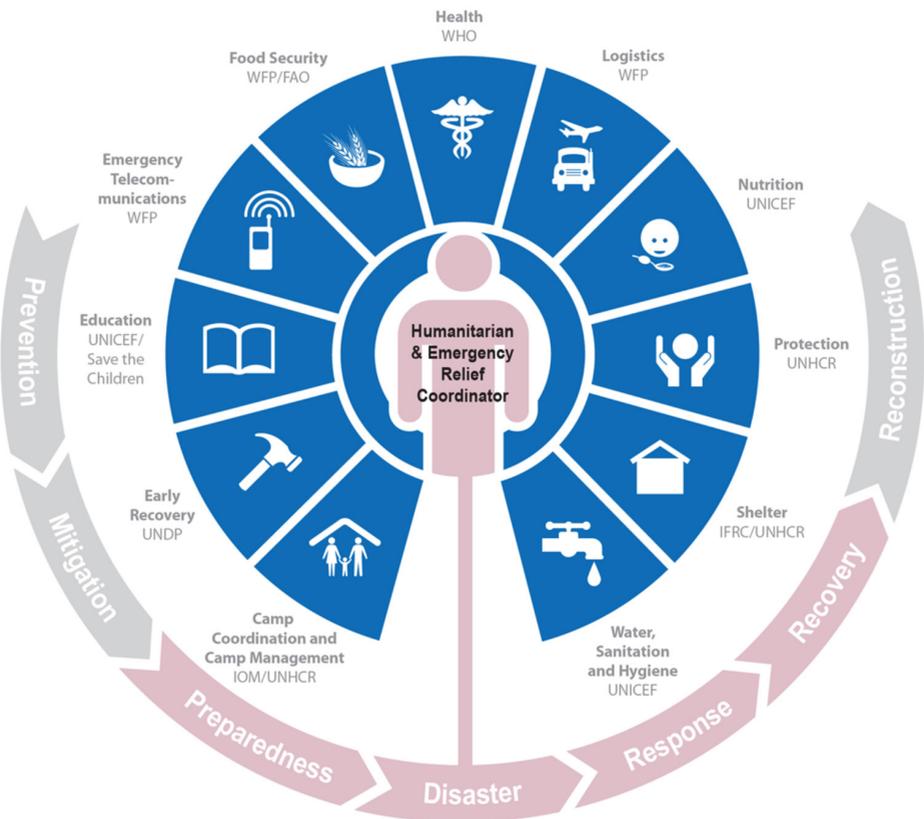
Within the Cluster system, the global CCCM Cluster is a joint cluster with two co-leads: UNHCR for conflict-induced displacement and IOM for displacement following natural disasters. CCCM, as a cross cutting cluster, works closely with other clusters to ensure gaps are filled and duplication is limited. The cluster does not promote camps, and aims at ending a camp life through the promotion of durable solutions. The main goals of CCCM cluster include:

• Improve assistance to and the protection of IDPs in and across camps

• Advocate for durable solutions

• Secure humanitarian space

• Ensure that CCCM as a key sector is resourced with adequate staff and funding

• Organize closure and phase-out of camps

• Mainstream cross-cutting issues including gender, age, HIV/AIDS, environment, psycho-social support.

In Nepal, Department of Urban Development and Building Construction (DUDBC) leads the CCCM cluster and IOM supports DUDBC and plays the role of Camp Coordinator.

Nepal Disaster Risk Management Legal Framework

Note: A process of revision and updating the Nepal DRM legal framework is currently in motion. This section of information will be updated once the new or revised elements part of the Nepal DRM legal framework are finalized and approved by the Government of Nepal.

Natural Calamity Relief Act (NCRA), 1982 is a milestone legal instrument for disaster management in Nepal. The act was formulated twice in 1982 and amended in 1989 and 1992 accordingly. The Act has envisaged the natural disaster as earthquake, fire, storm, flood, landslide, heavy rain, drought, famine, epidemic, and other similar natural disaster. The Act also includes industrial accident or accidents caused by the explosions or any other kinds of disaster.

Similarly, the Act defines natural disaster relief work as "any relief work carried out in the area affected or likely to be affected by the natural disaster in order to remove the grief and inconvenience caused to the people, to rehabilitate the victims of the natural disaster, to protect the public property and life and property of the people, to control and prevent the natural disaster and to make advance preparation thereof". According to the Act, the provision has been made to set up different institutions from centre to local level to arrange relief and rescue works during the emergency. There has been a provision of Central Natural Disaster Relief Committee (CNDRC) with Relief and Treatment sub-committee and Supply, Shelter and Rehabilitation sub-committee at the centre level as an apex body of disaster management in Nepal. There is also provision of a Regional Natural Disaster Relief Committee (RDRC), District Natural Disaster Relief Committee (DDRC) and Local Natural Disaster Relief Committee (LDRC). Among those institutions CNDRC and DDRC are very much active all the time, but two subcommittees and RDRC and LDRC could not be functioning as per the stipulated manner. The Act also empowers the government to the state of emergency during the intensive disaster. It also furnishes some special rights to the disaster manager for managing rescue and relief work in an effective and efficient manner. It also empowers the government to allocate for dedicated fund at central to local level as a Disaster Relief Fund for delivering effective relief and rescue during the disaster.

The Local Self Governance Act (LSGA) 1999, empowers local bodies to govern themselves and recognizes that local people and local bodies are the most appropriate points of entry to meet development needs at the local level. The LSGA authorizes to undertake certain functions with respect to DRR by local bodies. Some provisions have been made to establish Environment Protection Fund and Disaster Management Fund at DDCs, VDCs and municipalities. Control of natural calamities, prevention of infectious disease and epidemics, operation and management of fire brigades, developing mitigating and preventive measures against landslide and foods are some of the assigned task that local bodies can pursue by using the legal authority granted by the LSGA.

National Strategy for Disaster Risk Management (NSDRM), 2009, this strategy has been developed on the base of Hyogo Framework for Action (HFA) 2005. A detailed process was adopted during the preparation of the NSDRM, 2009. Multiple occasions were organized to solicit the view of governmental, nongovernmental agencies, local bodies, academic institutions, private sector,

UN agencies, INGOs, and civil society organizations. The long-term vision of the strategy is to develop Nepal as a disaster-resilient community. It has also a mission to provide guidance and ensure effective disaster management through development and implementation of the concept of effective preparedness for mitigation, disaster risk reduction and incidence of calamities.

Other Laws and Policies, There are lot more acts, rules, regulations and guidelines, directly related to, just related to and indirectly related to the disaster management, some of them like Soil and Water Conversation Act, 1982, Nepal Building Act, 2007 and Building Code, 1994, Environmental Protection Act, 1996, National Agriculture Policy, 2004, National Shelter Policy, 1996, National Urban Policy, 2006, National Water Plan, 2005 and Water Resource Policy, 1993, National Water Resource Strategy, 2002, Water Induced Disaster Management Policy, 2006 and some strategies related to health and infrastructure sectors are considered as a majors in the area of disaster management in Nepal.

Ministry of Home Affairs (MoHA) acts as National Focal Agency on Disaster Management and lead agency responsible for implementation of the Natural Calamity (Relief) Act, 1982. The MoHA is also responsible for rescue and relief work, data collection and dissemination, as well as collection and distribution of funds and resources. The assigned task has being implemented through Disaster Management Section and National Emergency Operation Centre.

Central Natural Disaster Relief Committee (CNDRC), is chaired by the Home Minister and includes related ministries and security agencies along with voluntary organizations such as NRCS. CNDRC is responsible for preparing national policies on preparedness, response and recovery and ensuring their implementation, stockpiling relief and rescue materials, collecting and disseminating relief materials and fund during emergency, give direction to the district and local committees for the execution of relief work.

Disaster Response in Nepal

Ministry of Home Affairs

In times of disasters, the MOHA shall assume the leadership role in disaster response. The NEOC shall carry out necessary coordination and information management. The Chief District Officer or an officer designated by him shall

lead the search and rescue response on the disaster site. The MOHA shall designate a Response Controller and carry out disaster response, considering the gravity of the situation as determined by the study and analysis of the information forwarded by the NEOC.

Nepal Army

As its primary responsibility in the preliminary phase, Nepal Army shall carry out the following disaster response functions in coordination with the NEOC:

• To remain in a state of readiness for search and rescue,

• To conduct search and rescue of the disaster affected and disaster victims,

• To evacuate the displaced persons to safe places,

• To provide primary health care to the victims,

• To open the way, as necessary, for the supply of essential items,

• To operate and help operate the air service, as per necessity,

• To set up shelters for the displaced,

• To assist in relief distribution.

While carrying out the above work, Nepal Army shall coordinate with the MOHA at the center and the Chief District Officer in the district. In the absence of the Chief District Officer on the incident site, the officer of Nepal Army on-site shall play the coordinating role in disaster response.

Nepal Police

As its network is spread to the local level, Nepal Police shall work as the local responder for disaster response in times of disasters in coordination with the NEOC. In such times, Nepal Police shall carry out the following functions:

• To maintain law and order and peace and tranquility,

- To remain in the state of readiness for search and rescue,

- To search and rescue the affected,

- To transfer the affected people to safe places,

- To manage shelters for the displaced,

- To manage the dead bodies in the disaster affected area,

- To assist in relief distribution,

- To collect data on the loss of lives and property in the incident

In the absence of the Chief District Officer and the officer of Nepal Army at the site of the incidence, Nepal Police shall coordinate the disaster response. While playing this role, Nepal Police shall coordinate with national and district emergency operation centers.

Armed Police Force

In coordination with the NEOC, Armed Police Force shall carry out the following functions for disaster response:

- To remain in the state of readiness for search and rescue,

- To search and rescue the affected,

- To transfer the affected to safe places,

- To manage shelters for the displaced,

- To assist in relief distribution

- To assist Nepal Police in maintaining peace and order.

In the absence of the Chief District Officer, Nepal Army and Nepal Police on-site, Armed Police Force shall coordinate disaster response. While playing this role, Armed Police Force shall coordinate with national and district emergency operation centers.

Regional Emergency Operation Centers (REOCs)

Regional emergency operation centers shall be set up at the Regional Administration Offices under the Ministry of Home Affairs. They shall maintain contact and coordination with the NEOC. These centers shall operate directly under the Regional Disaster Relief Committees and the Regional Administrators.

District Emergency Operation Center (DEOCs)

District emergency operation centers shall be established in each district under the Ministry of Home Affairs. They shall have contact and coordination with the NEOC. They shall work directly under control and direction of the Chief District Officer, who is also the chairman of the District Disaster Relief Committee.

Red Cross Movement

Direct communication shall be established between the Nepal Red Cross Society's emergency operation center and the NEOC for effective disaster response. Collaboration and coordination shall also be maintained with other members of the Red Cross movement and the International Federation of Red Cross and Red Crescent Movement.

International Coordination

The NEOC shall maintain necessary coordination with the international community for the mobilization of humanitarian assistance at the national level when the Government of Nepal has decided to request international assistance or to accept it, in times of disasters. It shall also prioritize relief materials and facilitate their movement.

United Nations Office for Coordination of Humanitarian Affairs (UNOCHA)

In times of disasters, the NEOC shall coordinate international humanitarian assistance with the UNOCHA. It shall also coordinate with the United Nations sectorial agencies working that are working in the areas of disaster preparedness and disaster response and that are mobilizing humanitarian assistance.

On-site Operation Co-ordination Center (OSOCC)

If the Government of Nepal requests international assistance for search and rescue in the event of a destructive disaster, the NEOC shall ensure necessary coordination with the center established to coordinate between the international search and rescue groups. Such a coordination center shall assign a representative to the NEOC on a regular basis.

Multi-national Military Committee (MNMCC)

If the Government of Nepal requests international assistance for search and rescue and if military assistance, as requested, is available, the NEOC shall assign a representative to ensure coordination with the MNMCC. It shall assign the responsibility to the MNMCC regularly and obtain progress reports. The MNMCC shall also assign a representative regularly to the NEOC.

Local Emergency Management Agency (LEMA)

If the Government of Nepal government requests international humanitarian assistance for search and rescue and if the On-Site Operations Coordination Centre (OSOCC) and the MNMCC begin to work, the NEOC shall work as the Local Emergency Management Agency (LEMA). It shall bear the main responsibility of overall controlling, directing, and coordinating the disaster response.

Hand-over *(adapted from the CM Toolkit, 2015)*

For humanitarian action to maintain its neutral character it is imperative that it be clearly distinguished from military actions. If this principle of distinction is not adhered to, the objectives of humanitarian and military action become intertwined. Ultimately, this may seriously undermine the capacity of humanitarians to serve refugees and IDPs.

Ideally, once the immediate emergency phase is over, camps set up by armed forces or military groups should be managed by civilian authorities or organizations. The role of police and security forces should be limited to providing security.

In some contexts, the military establish and continue to run camps, as this may be the only option available or the military is held in sufficiently high regard to allow this to continue.

In all cases where interaction with the military occurs, it is important to be aware of the context and the impact this will have. It is also important to be aware that the context may change over time. A once popular military presence can become unwelcome and may go on to become the target for violence either by the camp population and/or by other armed actors.

When military forces have assumed responsibility for vital civilian functions, such as delivery of water, provision of power, or the safe operation of an airfield, regardless of how this responsibility was acquired, they will facilitate a smooth transfer of these functions to the appropriate civilian authority, in coordination with the UN Humanitarian Coordinator or Resident Coordinator as soon as possible. This will be done in a timely manner, well prior to terminating this support, to ensure that any disruption of services will not have an adverse impact on relief and recovery activities.

Guidelines on The Use of Military and Civil Defence Assets To Support United Nations Humanitarian Activities in Complex Emergencies, March 2003

The handover of the management of a camp to a different organization, or governmental body, should be in parallel with a detailed plan on how the handover process will take place, and identifying all the actors involved, and its monitoring. Considering the roles and responsibilities of the Nepal National Security Forces in Emergency Response, that also include the setting up of shelter to displaced populations and the management of camps, it is important to reflect on the necessary transferring of responsibilities in the management of those camps from the National Security Forces to other humanitarian actors involved in Camp Management. Ideally this hand-over should take place once the initial period of the emergency response, including the search and rescue operations, stabilizes, and it should happen as soon as possible, giving the security forces their main role as security providers.

The handover process and its planning will differ depending on the level of complexity of the management of the camp by the Security Forces – it might be the case that the Security Forces are only responsible for the setting up of shelter, being only this the object of handover, or it might the case of the

Security Forces managing the entire service provision, which in this case it will demand a more detailed planning and handover process, and involving more actors. As guidance for a general handover process, please see below some of the main points to follow when dealing with Camp Management handover:

• Identification of the Camp Management actor(s) that will be the recipients of the handover, as well as their clear agreement to that.

• Definition of the exact activities and responsibilities to be handed over, as well as the identification and assignment of those responsibilities and activities to the future camp management agency.

• Appointment of an handover coordinator: A staff member with dedicated responsibility to design, implement and monitor the process over the course of time that the handover process takes.

• Establishment of a clear handover plan signed by all involved stakeholders – to be done per sector. This includes clear goals and measurable criteria, specific timelines and consultations with the camp population. This document serves as the blueprint for the handover process, covering issues related to human resources, transfer of materials and infrastructure, observation missions and documentation.

• Identification of services provision that need to be assigned to the future camp management agency; physical facilities; infrastructures and other assets.

• Compilation and preparation of all IDP registration previously developed, as well as the latest and up to date registration made in the camp.

• Establishment of a sufficient timing for the handover to happen.

• Compilation and preparation of all collected information regarding service provision and monitoring of the same, as well as any recorded protection, health incidents and others. All recorded information at different levels and sectors should be compiled and prepared in order to

be part of the handover process.

• Establishment of a clear handover plan signed by all involved stakeholders – to be done per sector. This includes clear goals and measurable criteria, specific timelines and consultations with the camp population. This document serves as the blueprint for the handover process, covering issues related to human resources, transfer of materials and infrastructure, observation missions and documentation.

• Assurance that the organization(s), that will be responsible for the CM of the camp, is able to do an effective work, and that has been trained in Camp Management.

• Provision of technical support during an overlap period. Camp management staff remained available for consultation by partners after the completion of the handovers.

Handover plans and agreements with national authorities or other service providers should be in place from the beginning, as should agreements with the host community and camp residents about camp infrastructure and assets. The Camp Management Agency must ensure from the beginning that the camp population is aware that the camp is a temporary measure. The active development of participation, skills and self-management strategies within the displaced community can help to decrease their dependence and reduce vulnerability, and thereby empowering the camp population to retain and develop independence and self-reliance.

In the end, all information considered relevant to the continuation and improvement of the management of any camp should be handed over to the actor that will continue the task of managing the camp, or to the appropriate coordination institution/government body, that will then forward the information to the actor that will take the security forces place in the management of a camp.

One key aspect to always take in consideration throughout this process, is that at the same moment a camp is set one should immediately start thinking about its closure – in the case of the role and responsibilities of the Nepal Security Forces, and their experience from previous emergencies, in assisting in the

setting of camps and initial management, it is critical that those forces start planning the handover process of the management of those camps to other CM actors, as soon as its setting up commences.

Legal protection framework and protection in camps

The International Legal Protection Framework

International Human Rights Law

International Human Rights law (HRL) is designed to promote and protect human rights at international and domestic levels. The Universal Declaration of the Human Rights (1948) provides the basis for subsequent international human rights instruments and international legal conventions.

International Humanitarian Law

The main instruments for International Humanitarian Law (IHL) are the four Geneva Conventions and Additional Protocols. International Humanitarian Law consists of a set of rules that seek to limit the impact of armed conflict non-combatants (civilians). It protects persons who are not participating in hostilities, and limits the means and methods of warfare.

Refugee Law

International refugee law (RL) consists of a set of rules and procedures that aims to protect refugees. Refugee law affords refugees with the similar rights to those of nationals of the country where they are seeking asylum (often referred to as the host country). The main source of refugee law is the 1951 Convention Relating to the Status of the Refugee.

National Constitutions

At national level, national constitutions are the most important legal instruments safeguarding the human rights of citizens within the jurisdiction of the country. In most countries, national law (Constitution) is the most common way that ratified international law and conventions are put into legal practice and applied at the national level.

Guiding Principles on Internal Displacement

Although not legally binding, the Guiding Principles are based on international humanitarian and human rights law and analogous refugee law. They serve as an international standard to guide governments, international organizations and all other relevant actors in providing assistance and protection to internally displaced persons.

The Guiding Principles on Internal Displacement identify the rights relevant to the protection of internally displaced persons in all phases of displacement. They include four sections:

• Principles Relating to Protection from Displacement;

• Principles Relating to the Protection during Displacement;

• Principles Relating to Humanitarian Assistance;

• Principles Relating to Return, Resettlement and Reintegration.

The Guiding Principles can play a significant role for state and non-state actors as a practical tool for monitoring, educational awareness, and advocacy.

Protection in camp management

Protection in CCCM can be defined as the physical, legal and material security of the displaced population.

Physical security: Protection against physical harm, protection against violence;

Legal security: Access to justice, a legal status, and identification documentation [e.g. birth and death certificates] and respect for property rights;
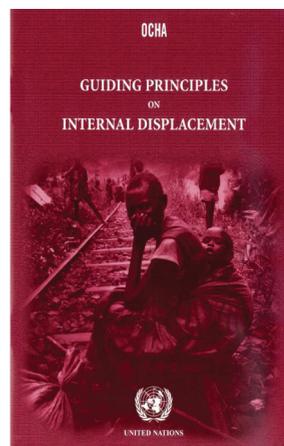
Material security: Equal access to basic goods and services [e.g. water, shelter, food].

National authorities have the primary responsibility for ensuring that the protection needs of the displaced population are met.

Definition of Refugee

Article 1 of the Convention Relating to the Status of Refugee, amended in 1967 Protocol

"A person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protec- tion of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to."

Definition of Internally Displaced Persons

Guiding Principles on Internal Displacement

"Internally displaced persons are persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as result of or in order to avoid the effects of armed conflict, situations of generalized violence, violation of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border."

Protection and specific needs

Within the displaced community, there are groups of individuals who may, depending on unique circumstances, have specific needs, and require special attention.

It is important to identify persons with specific needs and ensure that their needs are catered for in all three phases of the camp life-cycle. For instance, if there are people with disabilities identified during registration, include measures to ensure accessibility and mobility in the camp.

Children and young people

Includes
- Unaccompanied and separated children
- Children formerly associated with armed forces or groups
- Child-headed households
- Out-of-school and unemployed youth

Risks
- Violence, sexual abuse and exploitation, emotional, psychological and physical abuse
- Forced recruitment and/or forced labour
- Denial of birth registration and documentation
- Denial of access to education

Women and girls

Includes
- Women who are survivors of gender-based violence or torture
- Women (including widows, female- headed households, lactating mothers, and abandoned older women) without family protection/ support

Risks
- Increased risk of gender-based violence
- Limited physical privacy and security in shelter, washing facilities and other common spaces
- Discrimination, harassment, sexual exploitation, rape and/or physical abuse

Older persons

Includes
- Older persons without family or community support
- Grandparent-headed households
- Older persons with limited health, mental or physical ability, unable to care for themselves.

Risks
- Difficulties in accessing services due to decreased mobility, physical strength, hearing and visual impairment
- Chronic poor health, special dietary needs
- Lack of inclusion in livelihoods activities
- Isolation, loneliness and depression

People with disabilities and/or health conditions

Includes
- Sick persons without support (family/ community)
- Persons with chronic illness
- Persons with physical or mental disabilities
- Persons living with or at higher risk of HIV/ AIDS
- Survivors of torture

Risks
- Marginalization and discriminatory treatment
- Difficulties in accessing basic and/ or life-saving services
- Limited access to treatment for medical conditions
- Isolation, loneliness and depression

Protection measures to be taken in camps

In order to ensure a proper protection of all residents and particularly of the persons with specific needs, the below activities can be implemented in the camps, in the phases of set-up, care and maintenance, and closure respectively.

For all residents

Camp set up
• Install light in the site;
• Establish contact with the local authorities/ police;
• Establish a security committee;
• Organize (unarmed) security patrols;
• Establish a protection referral system.

Care and Maintenance
• Carry out regular assessments of potential security and protection threats;
• Disseminate information about security and protection threats;
• Organize information campaign on human rights, gender-based violence and other protection concerns;
• Ensure that residents have legal documents and identification cards.

Closure and Durable Solutions
• Ensure safe access to durable solutions;
• Provide support to internally displaced persons leaving the camp.

For persons with specific needs

Camp set up
• Identify persons with specific needs;
• Ensure that the camp set-up creates safe access to facilities for persons with reduced mobility (water points, washing facilities, latrines, distribution points and other communal areas);
• Establish committees for protection of persons with specific needs.

Care and Maintenance
• Carry out regular assessments of potential security and protection threats;
• Disseminate information about security and protection threats;
• Organize information campaign on human rights, gender-based violence and other protection concerns;
• Ensure that residents have legal documents and identification cards.

Closure and Durable Solutions
• Provide additional and targeted support for safe and dignified return to places of origin;
• Ensure handover of files and/or records to institutions in places of origin - for follow-up support as may be required

 For children and young people

Camp set up
• Set up recreational and child-friendly spaces and schools;
• Register unaccompanied, separated, orphaned/vulnerable children and make referral to the Ministry of Gender Equality and Child Welfare; and Cluster lead agencies where activated;
• Establish a children and young people's committee.

Care and Maintenance
• Work with relevant actors to establish tracing and reunification systems/programs for unaccompanied, separated, orphaned, and vulnerable children and young people;
• Implement social and recreational activities in the camp.

Closure and Durable Solutions
• Make special arrangements for returns of unaccompanied children (information, accompanied return);
• Reassess system of foster parenting as may be required.

For women

Camp set up
• Separate communal shelter, washing facilities and latrines by household or by sex;
• Identify most-at-risk groups in terms of gender-based violence;
• Establish a women's rights committee.

Care and Maintenance
• Assist pregnant and breast-feeding women to access medical attention;
• Conduct awareness raising activities for the community on gender based violence - also targeting youth, men, community leaders;
• Organize activities to promote girls' education and recreation

Closure and Durable Solutions
• Make special arrangements for returns of pregnant women, women with infants;
• Provide support to female-headed households to rebuild shelter and livelihoods in the places of origin.

For older persons

Camp set up
• Support in the relocation process;
• Facilitate access to distribution points and facilities for older persons with reduced mobility;
• Establish a committee for older persons or a council of the elders.

Care and Maintenance
• Inclusion in supplementary feeding programs.

Closure and Durable Solutions
• Provide support to return to place of origin, including mobility assistance;
• Provide support to rebuild shelter and livelihoods in place of origin.

For people with disabilities and/or health conditions

Camp set up
• Support in the relocation process;
• Facilitate access to distribution points and facilities for persons with disabilities;
• Establish monitoring and referral system for health;
• Establish a health committee.

Care and Maintenance
• Ensure access to health support, medical assistance and rehabilitation services;
• Ensure access to HIV/AIDS prevention and treatment.

Closure and Durable Solutions
• Support return to place of origin, including mobility assistance;
• Provide support to rebuild shelter and livelihoods in the place of origin.

Referral systems and confidentiality

In order to provide effective protection for people with specific needs and increased vulnerabilities, it is necessary to have an effective feedback and monitoring system that collects information and updates on specific protection cases regularly. The CCCM Camp Manager or Camp Committee needs to be involved in identifying protection cases and referring community members to protection actors as required.

Referral systems at the camp level, which are built on the principle of sharing information with other relevant and mandated actors, can assist in taking appropriate action in response to protection concerns, issues and incidents. Well planned and established referral systems are critical as no single actor can provide the full range of response and support needed to address a protection concern or incident. Government ministries, protection mandated agencies, and sector specific humanitarian organizations with specialized expertise will need to work together during emergencies to address any arising protection needs.

When managing the information concerning a protection concern or incident,

the upmost of professional confidentiality should be employed at all times.

Avoid exposing people to further harm – do no harm

The Camp Management Agency and other actors working in the camp should carefully consider whether any assistance programme or advocacy activity can put the camp and host populations or others at risk of security threats, deprivation of basic services and/or compromise their dignity and integrity. The protection, dignity and integrity of displaced persons should be at the centre of all assistance programmes.

The Do No Harm principle requires humanitarian agencies and other actors to reflect upon the consequences, both intended and unintended, of their interventions. It seeks to identify the ways in which international humanitarian and/or development assistance given in disaster settings may, rather than worsening divisions and sources of conflict, help those involved to disengage from those divisions and develop systems for settling the issues, which underpin conflict. The principle urges humanitarian workers to address the complexities of providing assistance – to achieve clarity and minimise the risk of harm for the societies where assistance is provided. *(adapted from the CM Toolkit)*

Gender Based Violence (GBV) *(adapted from the IASC GBV guidelines)*

Gender-based violence (GBV), and in particular sexual violence, is a serious, life-threatening protection issue primarily affecting women and children. It is well documented that GBV is a widespread international public health and human rights issue, and that adequate, appropriate, and comprehensive prevention and response are inadequate in most countries worldwide.

Gender-based violence is especially problematic in the context of complex emergencies and natural disasters, where civilian women and children are often targeted for abuse, and are the most vulnerable to exploitation, violence, and abuse simply because of their gender, age, and status in society.

Gender-based violence is a violation of universal human rights protected by international human rights conventions, including the right to security of person; the right to the highest attainable standard of physical and mental health; the right to freedom from torture or cruel, inhuman, or degrading

treatment; and the right to life.

Gender-Based Violence Interventions in Emergencies

During a crisis, such a natural disaster, institutions and systems for physical and social protection may be weakened or destroyed. Police, legal, health, education, and social services are often disrupted; many people flee, and those who remain may not have the capacity or the equipment to work. Families and communities are often separated, which results in a further breakdown of community support systems and protection mechanisms.

Gender-based violence is an umbrella term for any harmful act that is perpetrated against a person's will, and that is based on socially ascribed (gender) differences between males and females.

To save lives and maximise protection, a minimum set of activities must be rapidly undertaken in a coordinated manner to prevent and respond to gender-based violence from the earliest stages of an emergency. Survivors/victims of GBV need assistance to cope with the harmful consequences. They may need health care, psychological and social support, security, and legal redress. At the same time, prevention activities must be put in place to address causes and contributing factors to GBV in the setting. Providers of all these services must be knowledgeable, skilled, and compassionate in order to help the survivor/victim, and to establish effective preventive measures. Prevention and response to GBV therefore require coordinated action from actors from many sectors and agencies.

Nature and Extent of GBV in Humanitarian Emergencies

Gender-based violence, including sexual violence, is perpetrated primarily by males against women and girls. Men and boys are also vulnerable to sexual violence, particularly when they are subjected to torture and/or detention. Nevertheless, the majority of survivors/victims of sexual violence are females.

Under-reporting

One of the characteristics of GBV, and in particular sexual violence, is under-reporting. Survivors/victims generally do not speak of the incident for many

reasons, including self-blame, fear of reprisals, mistrust of authorities, and risk/fear of re-victimization. Acts of GBV evoke shaming and blaming, social stigma, and often rejection by the survivor/victim's family and community. Stigma and rejection can be especially severe when the survivor/victim speaks about or reports the incident.

Consequences

Survivors/victims of GBV are at high risk of severe and long-lasting health problems, including death from injuries or suicide. Health consequences can include unwanted pregnancy, unsafe self-induced abortion, infanticide, and sexually transmitted infections, including HIV/AIDS. Psychological trauma, as well as social stigma and rejection, is also common. Most societies tend to blame the victim in cases of sexual violence, which increases psychological harm. The exact nature and severity of physical and emotional trauma vary greatly among survivors/victims; not all available response services will be wanted or needed by all survivors/victims.

Children and Youth

Children in emergencies may be at particular risk of GBV given their level of dependence, their limited ability to protect themselves, and their limited power and participation in decision-making processes. Because they have had relatively little experience of life, children are also more easily exploited, tricked, and coerced than adults. Depending on their level of development, they may not fully comprehend the sexual nature of certain behaviours, and they are unable to give informed consent. Adolescent girls and young women may be specifically targeted for sexual violence during armed conflict or severe economic hardship.

Causes and Risk Factors in Emergencies

While gender inequality and discrimination are the root causes of GBV, various other factors determine the type and extent of violence in each setting. In emergencies, norms regulating social behaviour are weakened and traditional social systems often break down. Women and children may be separated from family and community supports, making them more vulnerable to abuse and exploitation due to their gender, age, and dependence on others for help and safe passage.

Coordination and Information Management

Coordination is a core responsibility of a camp management agency and is closely linked to information management and data collection. Knowing who is present at the camp; what are their specific needs; who is responsible for providing these services; if there are any areas of overlap, or gaps in provision of services; and which agency can fill these gaps are the essential questions to ask during all stages of camp management. Typically, camp management agencies conduct multi-sectorial assessments on the camp population, monitoring the conditions and assistance IDPs are receiving, noting any protection concerns that arise. Camp managers are responsible for collecting and then disseminating this information in the form of standardized camp profiles with relevant authorities and agencies providing services and assistance.

Depending on the size and scale of the disaster, and based on the CCCM cluster/sector indicators, the camp manager will use a questionnaire, which is filled in by enumerators, which monitors key service sectors. Information on WASH, Shelter, Food, Health, as well as information about people with specific vulnerabilities is collected. This information is then added to data gathered from key informant interviews, registration forms, and other profiling techniques, and compiled into a standardized camp profile report. Such profiles provide a snapshot of the situation in the camp, and allow for analysis and evaluation of the situation over time.

A standardized camp profile contains information known about the situation, including initial population estimates, demographic and geographic data, as well as the particular needs of the displaced population. It addition, it will includes any overlap or gaps in service provision from partners responding to the emergency.

One of the challenges in building a camp profile can be sourcing the information from other sectors. As the Camp Manager has the primary responsibility to ensure that the dignity of the IDPs is upheld in his/her camp, it may be necessary to leverage the service providers or other line ministries/or agencies to provide information on their work plan.

The camp profile should be regularly updated with additional registration or demographic information, with developments in the life saving sectors or with

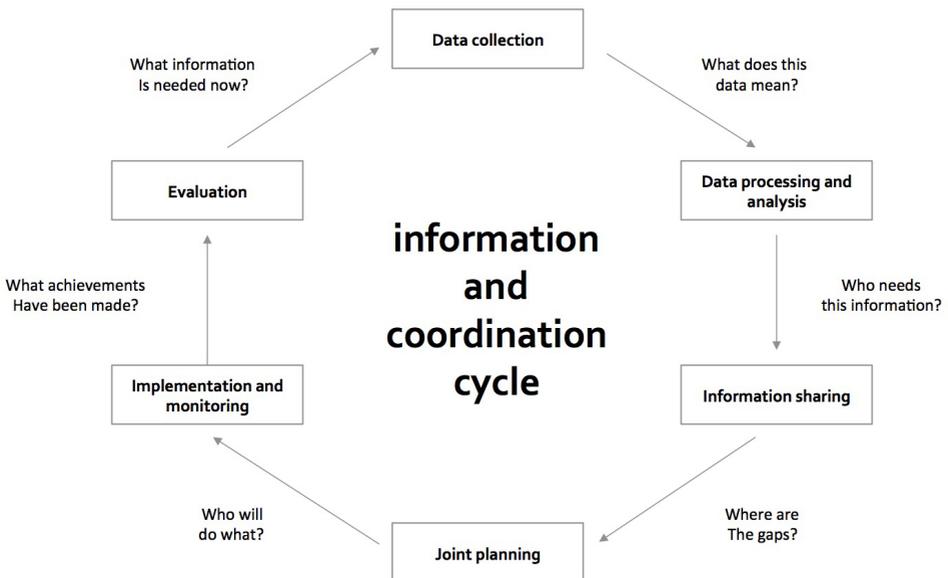The camp profile is a fluid document during the beginning of an emergency, as the situation may be changing rapidly and information may be difficult to obtain.

Coordination Process

Coordination is defined as a process of sharing information and planning together in pursuit of agreed-upon goals. The aim is to raise the standard of living for the displaced population and ensure that IDPs have full and equal access to basic human rights.

Coordination is needed to synergise efforts in a group and for its member to properly plan or do something together.

Each member of the team needs to know what his/her role and responsibilities are as well as those of the other team members for coherent action. Furthermore, a clear information sharing system ensures that all involved actors have a common understanding of the situation and can act in a synchronized manner.

What information
Is needed now?

Data collection

What does this
data mean?

Evaluation

**Data processing and
analysis**

information
and
coordination
cycle

What achievements
Have been made?

Who needs
this information?

**Implementation and
monitoring**

Information sharing

Who will
do what?

Where are
The gaps?

Joint planning

Coordination is needed to compliment contributions from different organizations/groups and to plan and act together. Effective coordination is reinforced by reliable, up-to-date information collection and sharing.
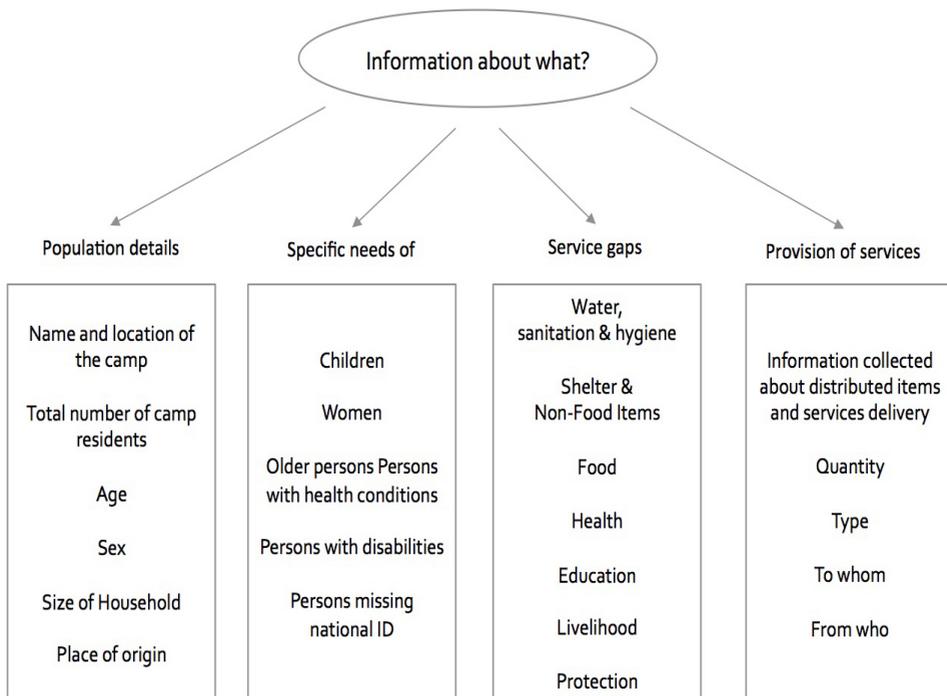
Coordination of International Assistance for Disaster Response in Nepal

If required, the Government of Nepal may request to UN Humanitarian Coordinator, international governments, Red Cross Movement, regional organizations, donor communities, I/NGOs, international professional organizations, non-resident Nepalese for international assistance in cash or kind or services to respond to disaster. Government of Nepal shall facilitate and coordinate the International Humanitarian Community. During the large-scale disaster, UN Humanitarian Coordinator shall activate the UN cluster system of Nepal. Government of Nepal shall nominate the full time focal person to respective cluster in order to respond to disaster through a coordinated cluster approach.

Nepal National and International Assistance and Coordination
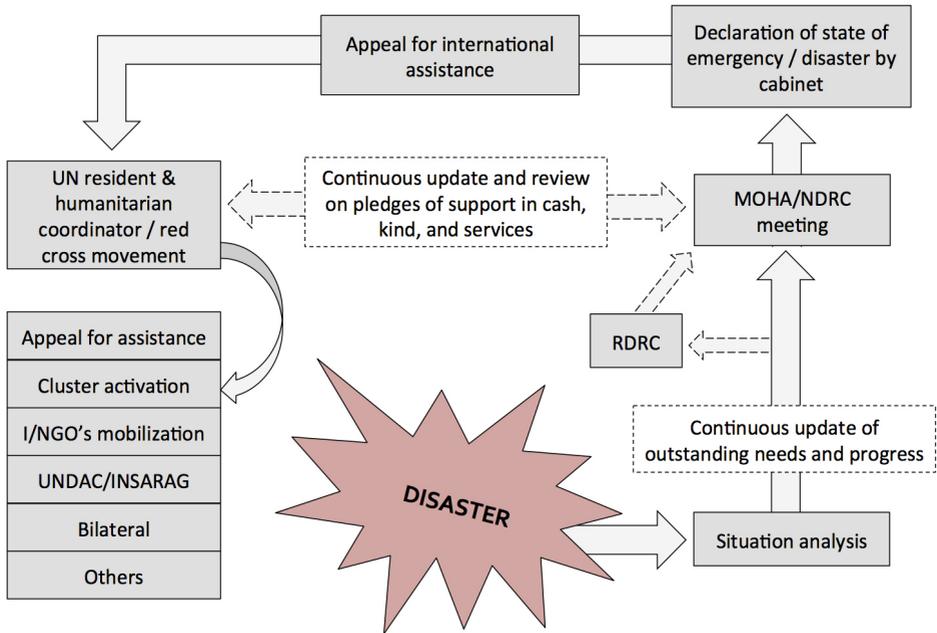
Nepal Coordination and Communication Mechanism
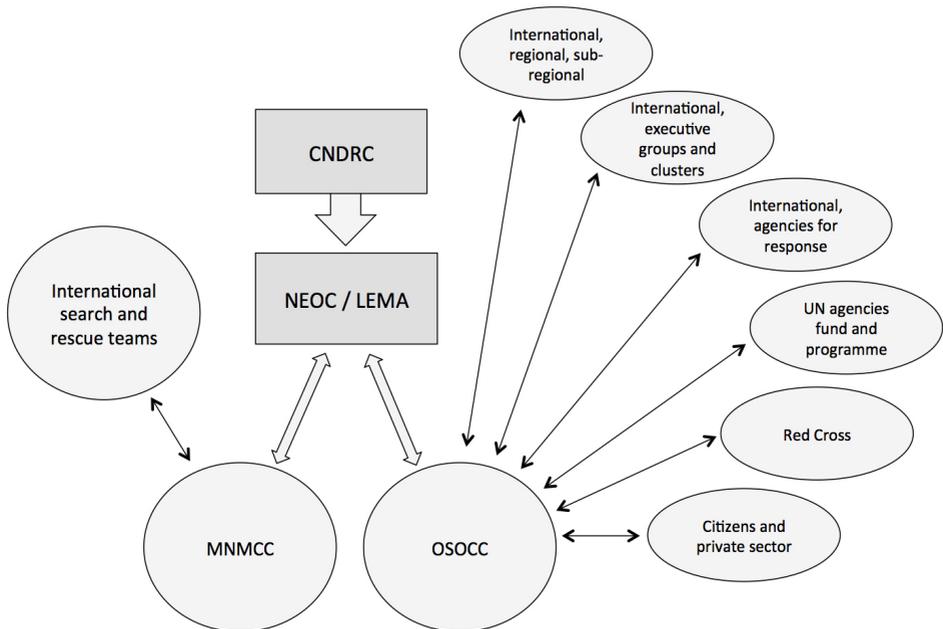
In the time of large-scale disaster, coordination mechanism among NEOC/LEMA, OSOCC and MNMCC will be automatically established. In such the situation the NEOC will work as secretariat of NDRC and also act as coordination center. Coordination management center of disaster affected area and communication center of various military's coordination center is communicated through the NEOC.

OSOCC shall maintain relationship between government and international responders for facilitation for international response activities, provided working forum for cooperation and exchange information. The UN humanitarian coordinator shall assign specific person and authority for overall coordination.

Minimum Standards

The design, consolidation and improvements to camps, should always be in line with international standards in order to ensure a safe, secure and healthy environment. Although a various number of standards are applied in Camp Management, most actors use a common benchmark to support planning and design of camps. One of the most common standards, the Sphere Project Handbook has become a key reference used by international and national humanitarian actors.

The sphere handbook is guided by four Protection principles from the Sphere Handbook 2011 aimed at the provision of protection and assistance to the displaced population. These are:

- Do no harm as a result of your actions;

- Ensure that persons have access to impartial assistance;

- Protection of persons from physical and psychological harm due to violence/coercion;

- Assist with rights claims, access to remedies and recovery from abuse.

The Sphere Project
Humanitarian Charter and Minimum Standards in Humanitarian Response
2011 EDITION
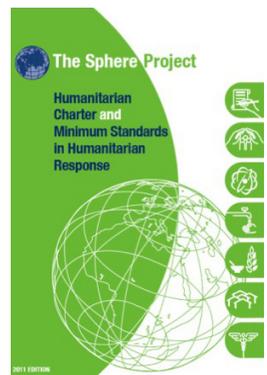
The standards are further based on the principle that all people affected by disaster or conflict have a right to life with dignity – thus the right to assistance and protection to ensure life with dignity – based on international humanitarian law, human rights and refugee law. This implies the provision of an adequate standard of living – including adequate food, water, clothing, shelter and the basic requirements for good health, safety and security – in particular for vulnerable groups and persons with specific needs.

The Sphere Standards mark a measurable – qualified and/or quantified – expression of the right to life with dignity, providing guidance on minimum levels of assistance.

Standards also address issues related to individuals with specific needs who might be faced with increased vulnerabilities, for example children, women, older persons, and persons with health conditions and/or disabilities. Although full compliance to Sphere Standards is not always possible, these standards provide a benchmark for the application of national standards, when applicable, and serve as guidance to ensure that assistance is delivered to the best of the capacity presented in the situation.

In Camp Management, international standards are used in the three phases of the camp life cycle: set-up, care and maintenance, and closure and durable solutions. Application of standards in camp management aims to increase the quality of life, by increasing and maintaining standards for the displaced population living in the camp.

Standards are used for...

• Site/structure selection

• Structure and site assessment (planning / design or refurbishment / design)

• On-going care and maintenance

• Monitoring overall protection and assistance

• Promoting community participation

• Data collection, gap identification and coordination

• Contingency planning (preparedness)

The Government has the primary role and responsibility in promoting good practice in a given humanitarian response. Nevertheless, it is essential to involve all stakeholders at national, regional and local levels – including the displaced population and host community – as well as technical experts when necessary.

Camp Set-up

The selection and layout of temporary camps/sites can significantly impact the health and future livelihood options of the displaced. Site selection and site layout is usually based on the availability of land and a risk analysis. The risk analysis, should also give consideration to the impact on the IDPs livelihoods. Planning must accommodate the specific needs and vulnerabilities of the IDPs that may be pre-existing or exacerbated during displacement.

1st Step - Site Selection

To find the physical location for the camp or site.
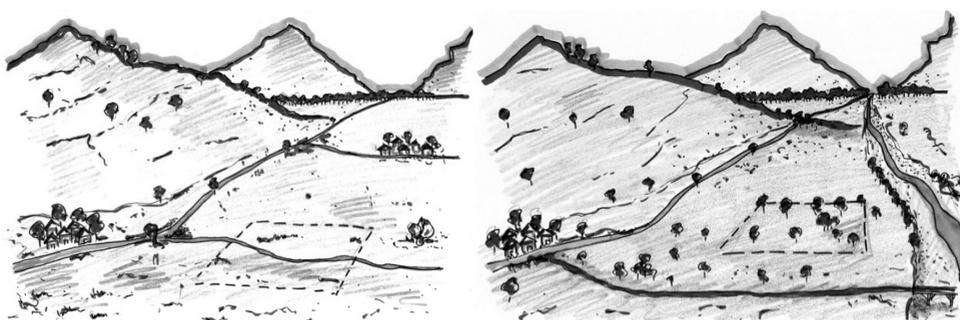
The site needs to be safe from hazards and appropriate for human habitation and all legal issues associated with land ownership and usage, must be identified and understood before being declared fit for temporary human inhabitation.

The following criteria for site selection should be considered:

Security

• Natural and man-made hazards. Example: Existence of industrial areas in the proximities of the site.

• Extreme climatic conditions. Example: Site at risk of flooding, high winds or any other environmental risks to be avoided.
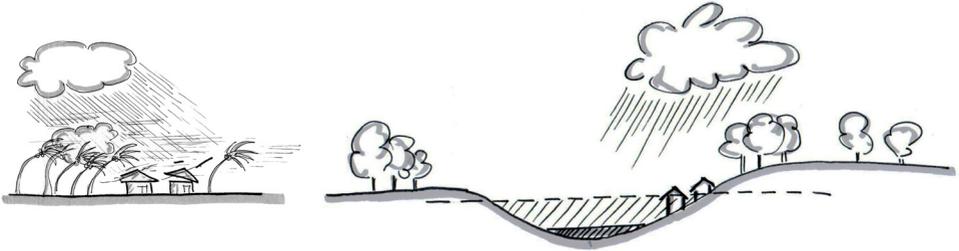
• Environmental and health conditions. Example: Health risk typical for the area to be assessed, e.g. malaria zones and cholera risk.

• Proximity to sensitive areas (current or formal conflict areas). Example: Camp to be situated at least 50 km from front line of a conflict/ disputed territory, or any other hazards.

• Existence of evacuation route.

Accessibility

• Camps to be easily accessible in all seasons.
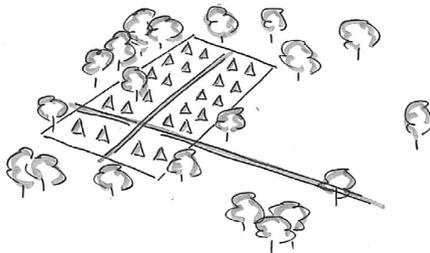
• Ensure the mobility of the displaced population, supply of goods/ services, access to basic services in the surroundings. Examples: Hospital, market,

school.

• Consider access to livelihoods.

Land availability and topographic and soil characteristics

• Minimum surface area: 35-40 m2 per person (Sphere standard).

45 m2
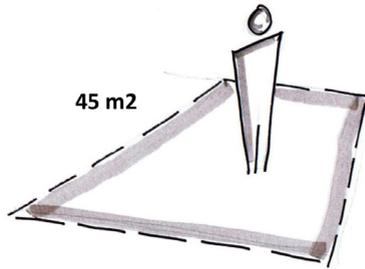
• Possibility of expansion if needed.
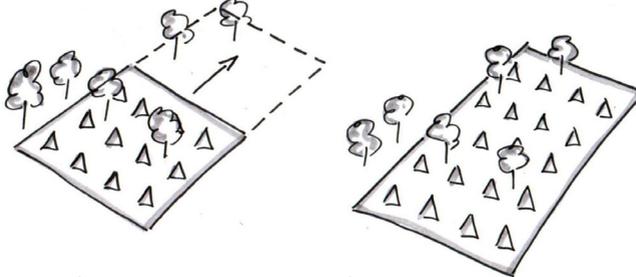
• Consider the type of soil and ground used for the site.

clay   sand
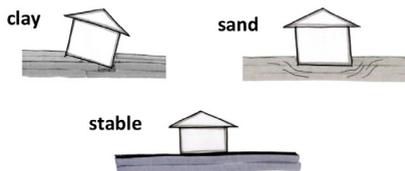
stable

• Consider the topography and ground conditions (particularly associated with the seasons) – a gentle terrain slope of 1 to 5 % is suggested.

1 to 5 %
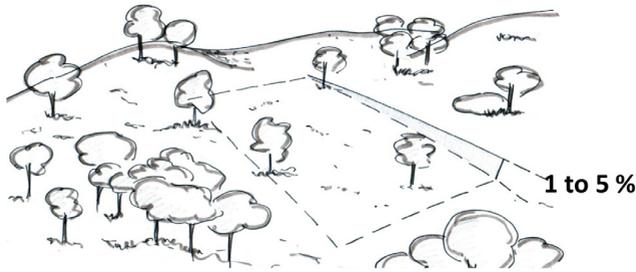
• Consider establishing a cooperative relationship with the host community and host community members.
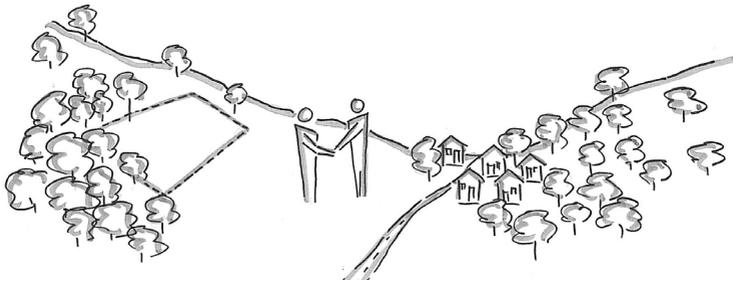
Access to resources, water and fuel

• The availability of water is one of the most important criteria when selecting a site.

• Water needs to be available in sufficient quantity in all seasons, taking into consideration the level of water during the dry season, as well as the basic needs of the displaced population (calculated as 7.5-15 liters per person per day).

7.5 - 15 litres
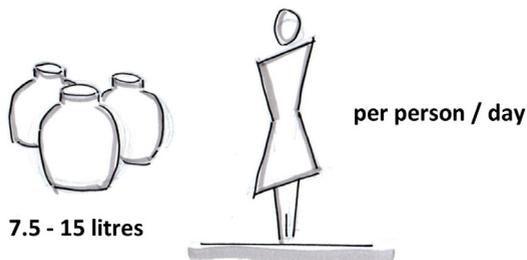
per person / day

• The quantity of wood, as the main source for cooking and heating, needs to be considered (calculated as 0.6-2.8 kg per person per day), meeting cultural

norms, and impact to the local environmental as best as possible.

• The way the wood harvesting is organized should also be planned. The lack of sufficient firewood near the camp tends to force the displaced population to walk longer distances, exposing them to risks of hazard.

• Consider ensuring accessibility to facilities/infrastructure to the host community when needed.

Environmental concerns

• The negative impact of the establishment of a camp on the local environment is crucial to account for – in particular for the subsequent phases of the camp life cycle (including closure and rehabilitation of the site back to its normal land use and quality).

• Disposal of solid waste needs to be carried out properly, designating garbage and latrine pits within the camp or off-site.

Important to remember is that the key responsibility for site identification lies with the government, and leading Camp Management actors as appropriate. Negotiations must include relevant stakeholders, community leaders as well as IDPs themselves and the host community members.

2nd Step - Camp Planning - Importance of Standards

After selecting the relocation site we need to plan for the lay-out of the camp. Technical expertise might be required to ensure that standards and minimum levels of quality are accounted for when laying the foundation for the camp.

A master plan of the camp should be done, after listing all infrastructures, services, and other structures to be included in the camp, and before initiating the physical set-up of the camp.
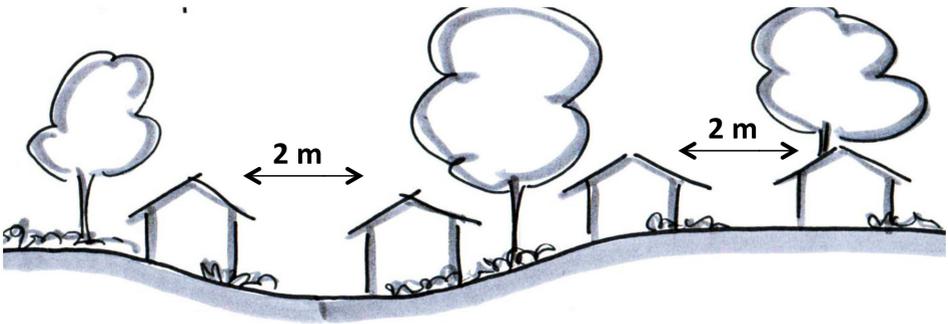
As recommended in the Sphere Project Handbook 2011, the planning of the camp should include the following – to the best of abilities and resources:
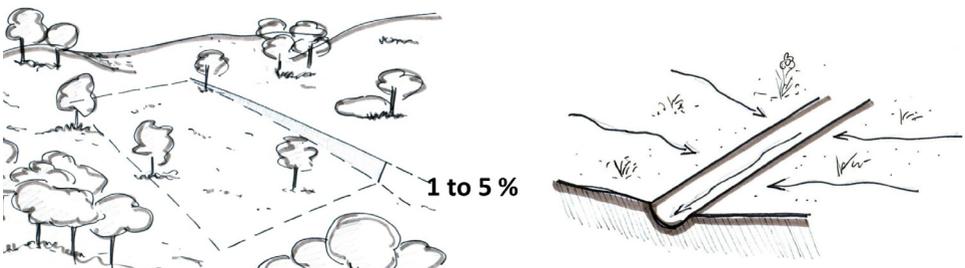
Shelter

- Covered floor area: 3,5 m2 per person.

3,5 m2 per person

3,5 m2   7 m2   10,5 m2
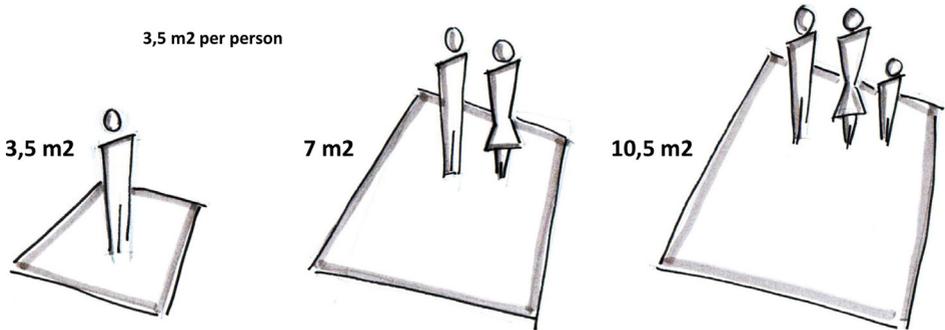
- Keep minimum 2 meters between shelters to reduce risk of fire.
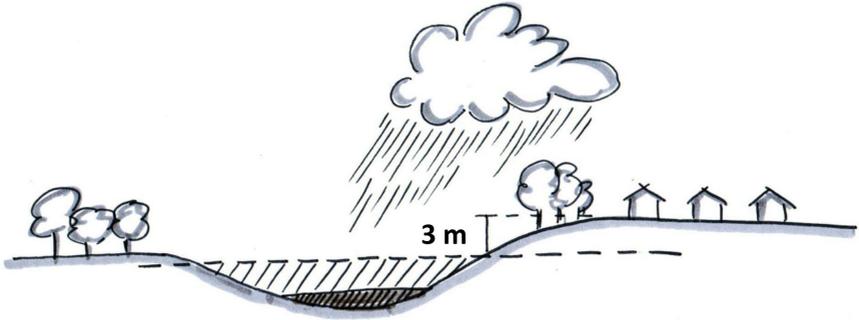

2 m   2 m

Drainage

- The site gradient should not exceed 5 %, unless extensive drainage and erosion control measures are taken, or be less than 1 % to provide for adequate drainage.
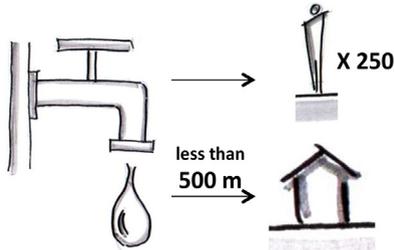

1 to 5 %

• The lowest point of the site should be not less than three metres above the estimated maximum level of the water table.

Water points

• One water tap per 250 people -Maximum distance from shelters: 500 meters.
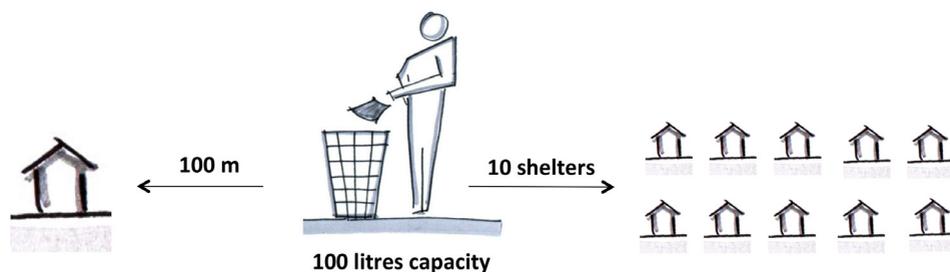

• One hand pump per 500 people.

• One open well per 400 people

• Latrines - one per 20 people - maximum distance from shelters: 50 meters.

less than 50 m

per 20 people

Refuse Disposal


100 m

100 litres capacity

10 shelters
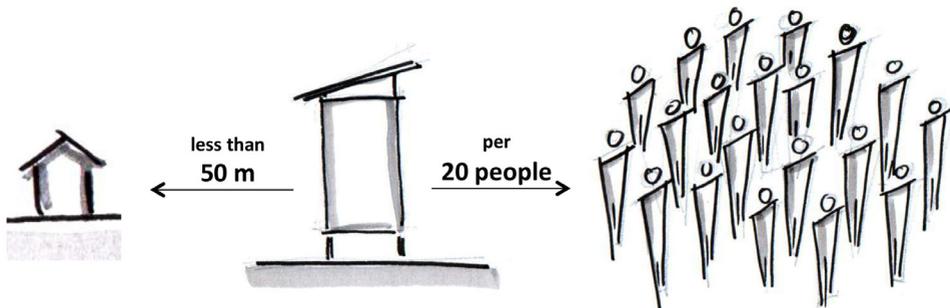
Community buildings

• Health care facility.

• School/education point.

• Distribution points.

• Administrative centre/Reception and registration point.

Roads, Pathways, fire breaks

• When possible the main road should have some lighting during the night. Use of solar powered panels can be considered if electricity is not afforded or available.
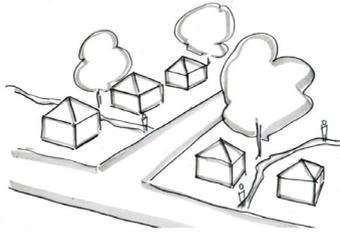
• For safety, security and protection reasons, public roads cutting across the relocation site should be avoided to the extent possible.
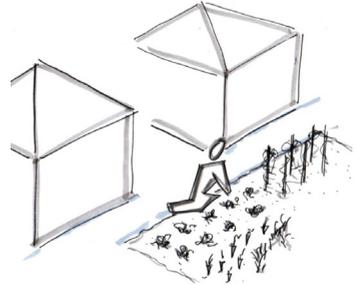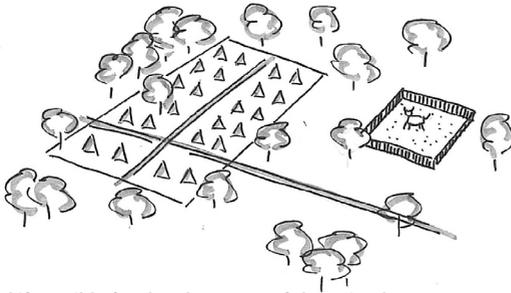
Communal, Commercial and Recreational areas

• Recreation fields.

• Meeting area.

• Religious gathering.

• Child friendly space.
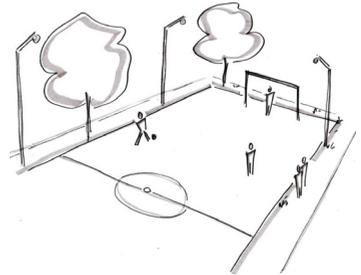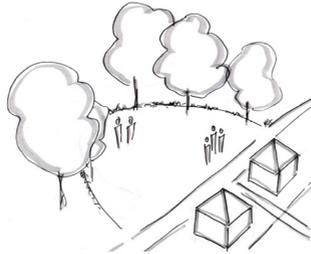
Agriculture and Livestock

• Additional land should be considered if the community has livestock or is engaged in agricultural activities.


Cultural and Social issues

• Social and cultural considerations need to be taken into account while planning a camp. In this regard the involvement of the displaced community is essential. The layout should be culturally contextualized. To meet the needs of family and community structures/patterns as best as possible.

The site layout needs to take into consideration how to best support people with specific needs and increased vulnerabilities. Different initiatives can be undertaken to ensure that the camp ensures access to services and protection for these groups.

Based on the specific needs identified among the population living in the relocation site, the following should be undertaken:

• Construction and the designation of specific latrines (with appropriate water taps) for people with disabilities and/or older persons;
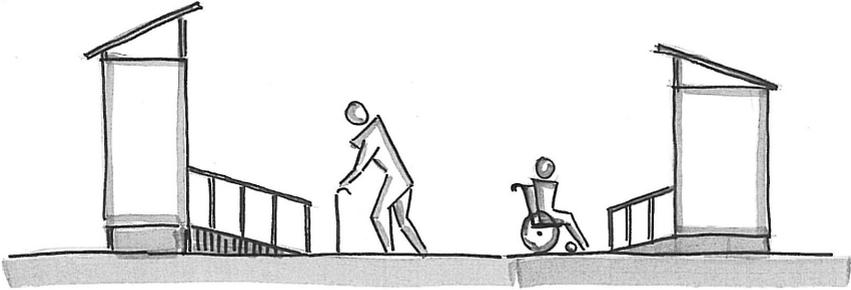
• Provide protection sensitive shelters and sufficient space and privacy for children, pregnant women, breast-feeding mothers and female-headed households;
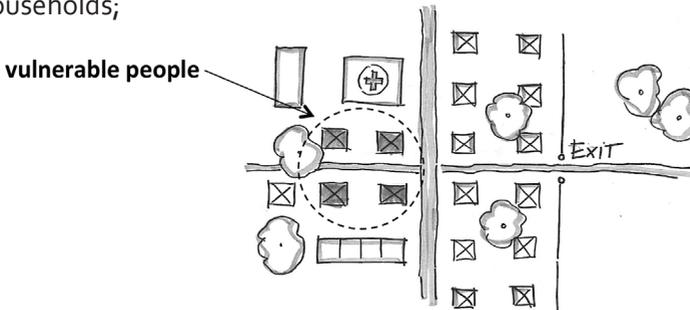
• Ensure lighting of communal areas, such as location for pit latrines, communal cooking areas if applicable and washing (and bathing) facilities;
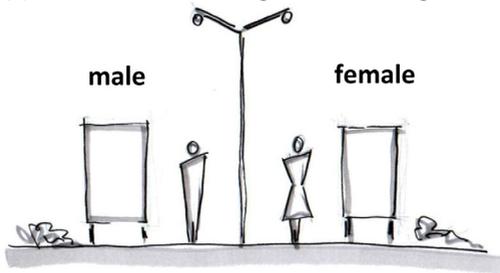
• Ensure that common facilities (health clinic, school, administration building, etc.) are easily accessible by all community members, even by those with limited mobility.

Camp Care and Maintenance

The care and maintenance phase is often the longest and most difficult phase to manage. Frequently, it lasts longer than anticipated. It requires regular monitoring to track population changes and communal facility inspections to ensure that the camp is properly maintained and/ or upgraded to meet Sphere standards and the changing needs of the IDPs. During this phase, CCCM responses should address potential environmental hazards such as flash flooding and drainage. The spread of diseases should also be closely followed.

Regular monitoring of the camp's state of repair will help to identify new gaps in assistance and protection concerns that need to be addressed. Monitoring includes systematic visits around camps, which entail making observations and interacting with the displaced population to gather information on the state of services and facilities in the camp. To monitor particular technical and social aspects of the camp, specific groups of persons need to be consulted.

A whole range of Camp Management actors will be involved in the coordination of care and maintenance activities – based on roles and responsibilities.

In the care and maintenance phase of the camp life cycle, it is essential that actors action and demonstrate their commitment to the humanitarian imperative, the upholding of human rights of the displaced, the seeking of a durable solution to end displacement, and the promoting of the direct participation of both displaced population and host community in all planned activities.

Examples of activities that happen in a camp during the care and maintenance phase:

• Monitoring technical sectors (i.e. distributions, hygiene promotion);

- Repairs to infrastructure;

- Upgrades to shelters or facilities;

- New construction of facilities and other infrastructure;

- Capacity building activities;

- Ensure registration and documentation of new arrivals;

- Work to mainstream cross-cutting issues (environment etc.);

- Support livelihood activities;

- Refer specific incidents;

- Ensure representation and participation (i.e. Elections);

- Work with committees and focal groups etc.;

- Identify, engage and monitor groups with special needs;

- Develop and support effective messaging with communities;

- Early recovery and durable solutions identification.

Monitoring activities in the care and maintenance phase

Monitoring is critical and entails regular observations and the standardized and systematic gathering of information focusing on the large range of assistance and protection needs at the camp. Monitoring also involves accurate recording and timely reporting for follow-up on actions to be taken, with the overall objective to meet the basic needs of the displaced population to ensure a healthy living environment.

For this, we can use standards and best practice as reference for monitoring in camp management. For example, when monitoring the on-going water availability at the relocation site, we keep in mind that the minimum standard

and corresponding indicator for water is estimated at 7.5 – 15 L per person per day. The total amount of available water at the camp therefore needs to be adjusted as the population size changes.

In the camp, it is important that all actors agree on what monitoring tools are to be used to monitor which activities, and how regularly. Monitoring is usually based on sectors, such as education, health, water and sanitation, and protection. Given that monitoring needs to be planned and coordinated as an on-going and regular activity during the care and maintenance phase, the use of monitoring forms specifically designed for camp management is highly recommended. Generic versions of camp monitoring forms for these purposes need to be adapted according to the specific relocation site context.

Through consultative channels and monitoring activities, needs and issues in the camp are identified and the camp managers and camp committees – together with local authorities, local community members and other actors – will be better prepared to plan for action. As part of this approach to planning, the following will need to be discussed and addressed:

• Action to be taken – WHAT should be done in order to address the identified need?

• The actors involved – WHO can be involved in order to address the need? Can this be tackled from within the displaced community or will external actors/support be required?

• The urgency of the action – WHEN does the need require attention? It is important to prioritize given that several needs might arise at the same time, also keeping in mind that there is an important difference between a want and a need. The need should always guide the prioritization, based on the principle of the right to protection and assistance.

The planned action should always be carried out in a coordinated and timely manner in order to fulfill roles, responsibilities and obligations as outlined by standards, international and national law, etc. The principle of partnership building should always guide the undertaking in camp management – including displaced populations and host communities in the activities.

Camp Closure

Closure of a camp and durable solutions are guided by the Guiding Principles on Internal Displacement, and the Inter-Agency Standing Committee (IASC) Framework on Durable Solutions for IDPs. A durable solution to displacement refers to the full range of human rights of the displaced. The three traditional durable solutions are:

• Return to the place of origin;

• Local settlement (often referred to as integration) in the area where displaced persons have taken refuge;

• Settlement elsewhere in the country.

Deciding when displacement ends may need to be done on a case-by-case basis.

The decision to leave a camp should always be one of free choice, directly taken by the displaced person him/herself and based on an informed decision.

The closure of a camp is the final phase of the life cycle. It is not a stand-alone process and it requires careful planning and coordination among all actors at the national, regional, local and site level.

Sometimes displaced people return to their places of origin in a spontaneous manner, while in other cases the process of return and camp closure is more structured. Nevertheless, the final closure of the camp is often the least planned phase of the camp life cycle. It is therefore extremely important to consider and plan for camp closure at the earliest stages possible, most notably in the camp set-up phase.

The main activities of the camp closure phase can be divided into three categories:

• People;

• Services and infrastructure;

• The environment.

For each of these categories, there are a set of recommended activities in order to ensure coordinated and timely closure of the camp.

The decision to leave a camp is often influenced by complex push and pull factors, which will affect the timing and nature of the return process of the displaced population:

Push factors: factors that encourage a person to leave the relocation site may include: restored livelihood opportunities, property settlement/rebuilding and improved safety conditions in the place of origin.

Pull factors: factors that encourage a person to remain may include: better living conditions (higher standards) and predictable service provision in the relocation site – compared to the place of origin.

Community participation

In all these phases of the camp life cycle, community participation is especially important that people with specific needs – including the elderly, the sick, female-headed households, children – participate and are mobilized in a meaningful way. It is essential that, individuals and groups from among the displaced population are involved, consulted to identify and express their own views and needs. At the onset of camp set up and planning stage, the affected community need to be involved in the camp selection, location of some infrastructure like community centre, shops, burial camps, and faith based camps in the camp. This is necessary for community acceptability and for collective action that can be taken to reflect collective views and meet the community needs in all phases of the camp life cycle.

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