

# PROVIDING

## EQUITABLE ACCESS TO SERVICES

The role of the Global CCCM Cluster is twofold; to coordinate humanitarian actors with regards to all services provided to displaced populations within any communal settings (i.e. camps, informal settlements, collective centres); and working with the affected population to ensure representation, on-site governance and access to information about services provided.

Working with national authorities to support their responsibility to administer such sites through capacity building; expert technical support; and strategic planning to prevent and cope with massive displacement of populations; and move towards durable solutions.

Global CCCM Cluster actors ensure that systems are in place to meet minimal humanitarian standards; duplication is prevented and gaps addressed; using camps or camp-like settings as a last resort to provide assistance and protection to affected populations and exploring how to best provide services out of camps. It is also important to establish two-way communication structures that inform site residents about what is happening. Giving residents the opportunity to both participate in decisions that concern them and provide feedback to humanitarian actors.

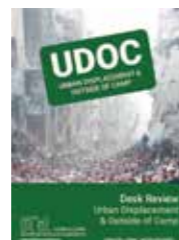
## CLUSTER TOOLS



CAMP  
MANAGEMENT  
TOOLKIT



COLLECTIVE  
CENTRE  
GUIDELINES



URBAN  
DISPLACEMENT  
OUT OF CAMPS  
(UDOC)



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FOR MORE INFORMATION:

[globalsupport@cccmcluster.org](mailto:globalsupport@cccmcluster.org)

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# SUPPORTING DISPLACED COMMUNITIES





## WHO WE ARE

Co-led by International Organization for Migration (IOM) and United Nations High Commissioner for Refugees (UNHCR) for natural disaster and conflict-induced IDP situations respectively, the Global CCCM Cluster also benefits from the membership of many partner agencies, as well as support from academic and private sector partners. At the country level, CCCM is a vital humanitarian mechanism as it facilitates protection and assistance to displaced populations.

## WHERE WE WORK

The scope of operations and responsibilities has evolved through the years and goes beyond camps, to also include collective centres, spontaneous sites, temporary settlements and transit/return centres.

## HOW WE WORK

**GLOBALLY:** standards and policy setting, building response capacity, operational support, inter-agency collaboration.

**COUNTRY:** development and support of national strategies and plans, information sharing.

**SUB-NATIONAL:** coordination of multiple displacement sites.

**SITE:** Support the coordination, provision and monitoring of basic services at site level ensuring participation of internally displaced persons (IDPs) and host community.

## GLOBAL CLUSTER LEAD RESPONSIBILITIES

### STANDARDS AND POLICY SETTINGS

- Tool development
- Best practices

### BUILDING RESPONSE CAPACITY

- Inter-agency roster for regional and national trainings
- Training of regional and national trainers
- Capacity building deployments

### OPERATION SUPPORT

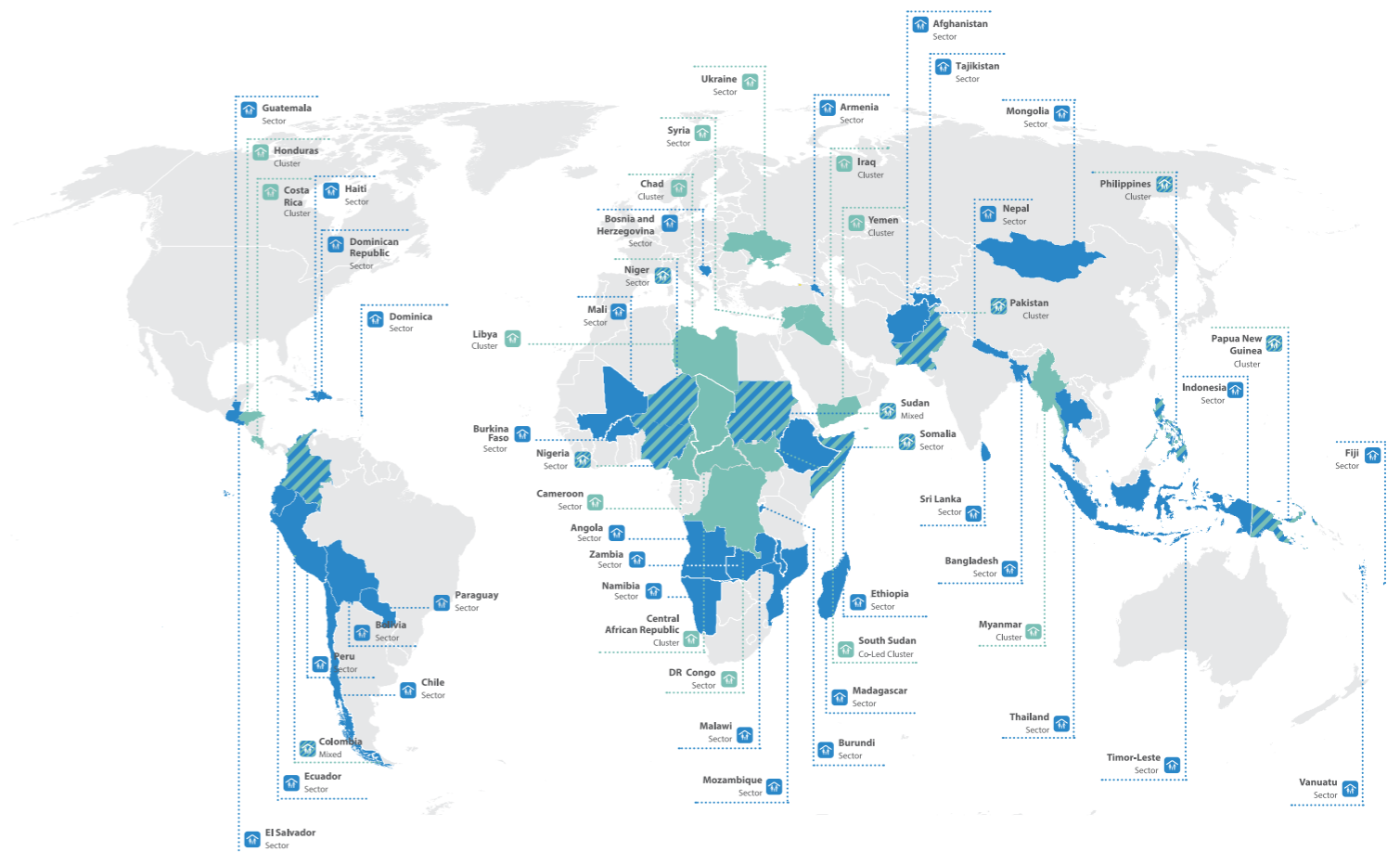
- Surge capacity/expert deployments technical guidance
- Short term diagnostic and technical missions advocacy and resource mobilisation
- Advocacy and resource mobilisation

## CCCM IN THE WORLD

 Conflict

 Natural disaster

 Mixed



\*Names and boundaries indicated on map do not imply official endorsement or acceptance.

## LEVELS OF RESPONSE



### ADMINISTRATION

Administration refers to the functions carried out by governments and national authorities that relate to the oversight and supervision of activities in displacement sites.



### MANAGEMENT

The camp management function involves the coordination of assistance and services at the level of a single displacement site or in a host community and entails coordinating protection and services, establishing governance and community participation, ensuring maintenance of camp infrastructure, population data management and monitoring service delivery.



### COORDINATION

Coordinating entails creating access and delivery of humanitarian services and protection to displaced populations, and the coordination of the roles and responsibilities in the site response. The coordination function is closely linked to the administration and management functions, as well as those of other humanitarian and development partners, such as agencies providing assistance, civil society, donors, the diplomatic community, the host community, the media, and others involved in response.