GUIDELINES FOR IDP Hosting Sites YEMEN

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YEMEN

SHELTER CLUSTER
تنسيق المأوى الإنساني

CCCM CLUSTER
دعم مجتمعات النازحين

List of acronyms

CCCM Camp Coordination/Camp Management
ExU Executive Unit for IDPs in Yemen
GBV gender-based violence
HRR Humanitarian Reform Review
IASC Inter-Agency Standing Committee
IDP internally displaced person
INGO international non-governmental organization
MSA Minimum Services Assistance
MOU memorandum of understanding
NFI non-food item
NGO non-governmental organization
OCHA Office for the Coordination of Humanitarian Affairs
UN United Nations
TFPM Task Force for Population Movement

Terminology

IDP Hosting Site refers to Collective Centres and Spontaneous Sites.
Site Focal Point refers to the government assigned structure responsible for general administrative oversight in an IDP Hosting Site.
Site Coordination Support refers to the humanitarian structure that has an aid coordination function at site level and community engagement for this purpose.
Site Management refers to the joint structures formed by the Site Focal Point and Site Coordination Support.

About the CCCM Cluster

The Humanitarian Reform Review (HRR) identified CCCM as one of the nine gap areas of activities which in the past had lacked predictable leadership and accountability in humanitarian emergency situations leading to disparities between settlements. The main goal of the sector is to improve the living conditions of internally displaced persons (IDPs) located in camps/settlements or communal settlements through integrated multi-sectorial responses. The sector facilitates the delivery of assistance and community self-governance of displaced persons in communal or camp-like settings and seeks to find durable solutions to end camp/settlement life. CCCM applies to all types of communal settlements where IDPs are temporarily located and grouped including IDP Hosting Sites, self-settled camps and reception/transit centers.

In Yemen, at the national level, the CCCM cluster was activated and merged with the Shelter/NFI cluster resulting into the Shelter/NFI and CCCM Cluster. The CCCM side of the cluster ensures that the actors involved in communal settlements, site or settlement responses are guided by a common policy framework follow agreed standards and work together in partnership for a coordinated and effective response.

Executive summary

The guidelines draw on the *Global Camp Management Toolkit* (2015), the *Global CCCM Cluster IDP Hosting Site Guidelines* (2010) and the HCT endorsed *Strategy for IDP Response in Yemen* (2016) IDP while focusing on particularities of IDP Hosting Sites in Yemen. The present guidelines build upon the *National Policy for Addressing Internal Displacement in Republic of Yemen* (2013). This document developed by Shelter / NFI / CCCM Cluster members with input from the Yemen Inter-Cluster Coordination Mechanism, highlights sectoral considerations throughout all aspects of IDP Hosting Sites following the below principles:

- The authorities of Yemen are the primary duty bearer toward IDP Hosting Site residents. Appropriate support should be provided to enable the authorities to effectively assume their responsibilities, provide the necessary protection and look after the welfare of the displaced.
- The planning process from IDP Hosting Site set up to closure strives to ensure that durable solutions are found at the earliest possible opportunity.
- Participation of IDP Hosting Site residents in community decision making is vital. Men, women, boys and girls of all ages and backgrounds should always be included in the governance structures of the centers, and capacitate to participate effectively in order to build their confidence and promote their involvement in identifying and addressing their needs and empowering their lives.
- Assistance needs and protection concerns differ in long-term and short term IDP Hosting Sites.
- The IDP Hosting Site residents should be aware of the services available and how to access them. Distribution points should be accessible and distribution mechanisms should take into consideration groups with specific needs to minimize chances of violence, abuse and exploitation.
- To the extent possible, contingency plans for various possible displacement scenarios should be elaborated, Such as for disasters that occur on a regular basis (e.g., flooding).
- Management of the IDP Hosting Sites is crucial to the quality of life and dignity of residents. The center should also prepare residents for their life after displacement has ended.

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1. Introduction

Background

Almost two years of war have devastated Yemen, leaving 18.8 million people in need of humanitarian and protection assistance – including 10.3 million who are in acute need. The conflict is rapidly pushing the country towards social, economic and institutional collapse.

Since March 2015, more than 3 million people have been displaced within Yemen, including 2 million who remained displaced as of January 2017. Roughly 73 per cent are living with host families, or in rented accommodation, straining already scarce resources and 21 per cent are living in IDP Hosting Sites or spontaneous settlements. Displacement estimates have remained fairly stable in the last year, ranging between 2 million and 2.8 million people, and almost 90 per cent of IDPs have been displaced for more than 10 months.[1]

Those living n IDP Hosting Sites and spontaneous sites are considered **the most vulnerable people of those requiring assistance** as they have no means to support a more adequate shelter solution. Additionally, limited to no assistance has reached them since displacement occurred. Their situation is **extremely alarming** and continuing to worsen if a solution is not identified and minimum services continue to not be provided.

While the majority of the IDP population in Yemen resides in hosted or rented arrangements, a sizable segment have had to resort to more precarious shelter options. Twenty one per cent (413,190 IDPs) of those displaced have opted – likely as a last resort – to reside in IDP Hosting Sites (CC) or spontaneous settlements (SS). Among this 21% figure, 4% (75,000 individuals) are living in IDP Hosting Sites such as disused schools, health facilities, religious buildings and other vacant public and private buildings, while 17% (340,000 individuals) are residing in spontaneous settlements in rural or urban settings, or in isolated or dispersed settlements. As the TFPM report of August 2016[2], reported that those located in IDP Hosting Sites represented 19%, this indicates and increase which is expected to continue as new displacement scenarios are likely and responses continue to deplete.

IDP Hosting Sites

IDP Hosting Sites, usually public or abandoned buildings housing people who have fled their homes, exist in large numbers but lack basic services and amenities and other support that would be the minimum humanitarian standard in any formal camp environment provided by humanitarian actors.

Appropriate management systems are paramount in formal IDP displacement locations as identified by the authorities with technical support from the humanitarian community. IDPs living in these locations often cite amongst the biggest challenges lack of access to dignified assistance, feeling unsafe; lack of privacy; limited representation of their needs; limited

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[1] 2017 Yemen Humanitarian Response Plan

[2] http://reliefweb.int/report/yemen/yemen-task-force-population-movement-tfpm-10th-report-governorates-august-2016-enar

freedom of movement and harassment from other IDPs or the host community. Management of sites provides for coordinated, dignified, up to standard assistance based on needs provided in an organised manner through site developed systems, connecting with all service providers and empowering the community to self-govern. Coordination among sites provides for harmonised systems, technical support and referral of gaps at all levels required.

Spontaneous settlements: A last resort for many displaced families

IDP households living in spontaneous settlements – often very basic forms of informal camps – found that emergency shelters are dramatically insufficient to withstand their respective periods of displacement, multiple displacements, and climatic conditions. Spontaneous settlements represent the utmost last resort for IDPs.

Lack of management and thus limited to no basic services and sub-standards living conditions present sever protection and safety concerns already experienced by most inhabiting IDP Hosting Sites and spontaneous sites. Displaced families reported resorting to negative coping mechanisms to survive, alarming treatment and state of those with disabilities and special needs, fear of eviction and harassment from the local communities with whom they share already scarce resources.

CCCM Strategy in Yemen

As a first stage, site level CCCM[3] data collection exercise will map out these locations and multi-sector needs which will give an exact picture of conditions of people. The outputs will include regular prioritization matrix among sites per sector/cluster, mapping, dashboards and site profiles.

In parallel, the present IDP Hosting Sites Guidelines for Yemen is developed with cluster partners and the Executive Unit for IDPs[4] with the aim of establishing a site management approach relevant for the Yemen context. Recognizing the limitations in terms of public resource, the humanitarian community engaged in the Shelter / NFI / CCCM cluster [5] will support the Executive Unit for IDPs directly, through roving coordination support teams and consistent capacity building exercises. In parallel with support to the authorities with regards to the management of sites, the roving teams will connect the humanitarian community through referral systems with the site level needs, follow-up on response and ensure site level community engagement (representative community committees in place, feedback mechanisms functioning).

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[3] Humanitarian approach to integrated responses developed initially with respect to management and coordination of minimum standard aid for those living in camp-like settings; later expanded to wider displacement situations.

[4] It is a governmental unit that was established by a cabinet decree in 2009. The unit is responsible for coordinating aid for internally displaced persons.

[5] As compared to other contexts, in Yemen, the Shelter/NFI and CCCM clusters are merged into one coordination structure.

Specific issues to be addressed include relocation, recognizing that many IDP Hosting Sites are public buildings (including schools). As camps cannot be set up given the Yemen No-camp Policy, the question will remain as to where people can be moved to or in finding ways to support them with finding their own shelter solutions, the potential establishment of transitional shelters, and how to integrate the population in to the community. All these aspects are expected to be tacked by the Shelter / NFI / CCCM cluster members and the Executive Unit for IDPs through CCCM adapted programing and technical methodology additions to the present document.

In IDP Hosting Sites, Shelter / NFI / CCCM cluster partners plan to establish feedback and referral mechanisms, collaboratively with other clusters. The Cluster shall also ensure that IDPs and other conflict-affected populations fully participate in the Cluster activities at all stages of the process: assessments; planning; execution; and evaluation. Both beneficiaries, but also host communities and local authorities shall be included to the extent possible. The Cluster will especially reach out to local authorities and tribal structures on issues related to land tenure and ownership.

Given the displacement crisis in Yemen, there are areas where existing buildings or empty locations are used as temporary living accommodation, or so-called IDP Hosting Sites, for hosting displaced populations. The types of buildings used as IDP Hosting Sites vary widely in Yemen. They include schools, health facilities, religious buildings and even private buildings. It is important to recognize that how IDP Hosting Sites are managed is crucial to the quality of life, dignity and future sustainable solutions for residents and for ensuring that their life in the center constructively prepares them for life after displacement.

Purpose

These guidelines are formulated to provide a framework of reference with respect to the administration, the management and coordination of IDP Hosting Sites in Yemen to ensure that IDP inhabitants' rights are respected and that they are provided with access to services in a dignified manner as according to humanitarian principles. For the purpose of this document, reference will primarily be made to IDP Hosting Sites referring to IDP Hosting Sites and spontaneous settlements. While the guidelines are to be used by all those engaging with IDP Hosting Sites, the primary intended audience are those specifically engaged in facilitating the administration, the management and coordination these locations such as the Executive Unit for IDPs, the IDP community, the humanitarian community (i.e. UN agencies and NGOs which have primarily a support function as the Yemen authorities are the primary duty bearers towards IDP Hosting Sites with support from the international and national humanitarian community).

The guidelines highlight essential issues of protection and service provision in IDP Hosting Sites. It is primarily an advisory handbook that provides overall direction. While accompanied by practical check-lists aimed at supporting the sites management, the guideline is general in nature so that room is left for further contextual adaptation to be developed at technical working group level based upon which partners shall be trained.

Temporary solution

At first glance, hosting displaced people in existing buildings may appear to be an adequate solution. However, actual living conditions in IDP Hosting Sites often do not bear this initial perception. Worn-out buildings result in squalid living conditions when paired with the social problems of forced displacement and overcrowding. As such, IDP Hosting Sites often fail to provide what they should be able to offer – a life in dignity. However, if IDP Hosting Sites are properly selected, well maintained and well serviced, they can offer an adequate temporary solution. Such an approach will be applied in Yemen to identify sites where minimum assistance shall be provided and sites which require different solutions such as relocation to more adequate accommodation arrangements.

2. Definition of Displacement Sites

IDP Hosting Sites refers to IDP Hosting Sites and spontaneous settlements.

IDP Hosting Sites lack a widely recognized definition, but the following applies in nearly most of the cases: IDP Hosting Sites are pre-existing buildings, structures and sites which are publicly or privately owned that could be used for the collective and communal settlement of the displaced population in the event of conflict or natural disaster.

Spontaneous Settlements - Also called self-established camps. In Yemen, these are a groups of tented of other types of housing units / makeshift shelters inhabited by five or more IDP families and established by the IDPs themselves or by non-experienced actors, often erected on land that the occupants have no legal claim to. The IDPs do intend to stay in this location for an extended period of time.

This definition includes buildings of all types, sizes, and forms of occupancy. The key term in this definition is "pre-existing buildings and structures", as the overwhelming majority of IDP Hosting Sites would have been constructed prior to displacement. In some cases, IDP Hosting Sites have been built specifically for hosting displaced populations. Although the displaced population may prefer to live together as a community, IDP Hosting Sites are not a durable solution, rather, they are considered a last resort.

2.1 Types of IDP Hosting Sites

Planned and self-settled IDP Hosting Sites are generally considered as such, depending on the circumstances of the IDP Hosting Site's original set-up or occupation:

- Planned IDP Hosting Sites are those where a responsible authority (e.g. the State) has assigned displaced populations to a certain building that ideally has been prepared for use as a temporary shelter.
- Self-settled IDP Hosting Sites are those which displaced people have established themselves primarily by self-initiative, without formal approval or coordination with authorities.

Regarding the classification of **formal and informal displacement sites**, the Shelter / NFI / CCCM cluster coordination team will support the authorities to establish criteria of definition through the cluster's technical working group. This exercise will inform the level of engagement and responsibilities, resource allocation and solutions for those inhabiting these locations.

Service provision

Very short-term IDP Hosting Sites generally do not provide for extensive humanitarian assistance. National or international assistance programs are primarily designed for IDP Hosting Sites that accommodate displaced communities for at least a number of months which are designated as formal displacement sites. With long-term IDP Hosting Sites, residents' needs change over time and aid mechanisms may evolve toward self-reliance and early recovery measures.

Standards

In short-term in IDP Hosting Sites, Sphere standards are generally applied. In Yemen, these are to be specified through the leadership of the Shelter / NFI / CCCM cluster and Yemeni authorities as according to national standards, the HCT IDP Response Strategy 2016 and the National Policy for Addressing Internal Displacement in Republic of Yemen (2013) through the inter-cluster formulation of Integrated Minimum Assistance for IDP Hosting Sites.

Over time, IDP Hosting Sites increasingly become long-term living spaces, with residents demanding better living conditions with higher standards. The flexibility to provide alternative solutions or to address increasing needs is limited. The relative inflexibility of IDP Hosting Sites regarding changing needs is one of the principal dilemmas for IDP Hosting Site residents as well as for all other stakeholders. At this stage, durable solutions should be sought.

3.   Roles and Responsibilities

3.1 General responsibility irrespective of site typology

- The State's responsibility as the primary entity which provides protection and assistance to the displaced should be stressed by stakeholders at all levels.
- The international humanitarian community, in principle, has a support function, monitoring and advocacy role on behalf of the IDP Hosting Site residents within the State. International agencies must ensure that the rights of the displaced are respected. Close monitoring and advocacy is crucial, especially when national legislation or applied policies differ from international practices or standards.
- High capacity on the part of the State requires close cooperation between the international humanitarian community and state structures at the central, regional, and local levels. The international humanitarian community must foster the capacity of state structures to deal with IDP Hosting Site issues.

3.2 Concept of three levels of management responsibility

IDP Hosting Site coordination and management is based on the concept of three levels of responsibility as follows:

- IDP Hosting Site Management and Administration is allocated by the State authorities through Site Focal Points. In Yemen, this falls under the responsibility of the Executive Unit for IDPs (ExU) according to the *National Policy for Addressing Internal Displacement in Republic of Yemen* (2013). The authorities may receive support from the humanitarian community in terms of technical guidance and monitoring.
- Support to IDP Hosting Site Coordination is allocated to UN and NGO support teams and members which work to this respect both with the Authorities at site level and committees formed from the inhabiting displaced community.
- The Shelter / NFI / CCCM cluster at national and sub-national level is responsible for coordination of management systems and humanitarian assistance as according to needs identified in displacement sites/IDP Hosting Sites.

IDP Hosting Site Focal Point– *the State authorities represented by the Executive Unit for IDPs:*

The State authorities have primary responsibility in all stages of a displacement situation involving IDP Hosting Sites. The primary key tasks of the IDP Hosting Site Focal point / administrator are:

- Designating and opening new IDP Hosting Sites;
- Providing security for IDP Hosting Site residents;
- Registering, issuing documentation to the displaced and sharing of inhabitants lists;
- Facilitating access to IDP Hosting Sites;
- Protecting all human rights of the displaced;
- Frequently communicating with the Shelter / NFI / CCCM cluster (national and sub-national as relevant) regarding the existence of new IDP Hosting Sites / sites and population figures

The State also has a particular role with respect to IDP Hosting Sites' residents in providing durable solutions, especially when long-lasting displacement is expected. The Shelter / NFI / CCCM cluster may advocate for decisions, but the State bears sole responsibility for providing the basis for durable solutions.

The Shelter / NFI / CCCM Cluster – *at national and sub-national level, the cluster coordination team and its members assumes a critical role and focuses on*:

- Mapping, coordinating and following up on comprehensive integrated humanitarian responses in IDP Hosting Sites;
- Specify adequate standards in IDP Hosting Sites;
- Developing technical guidance and harmonizing management approaches and systems to be utilized in IDP Hosting Sites;
- Coordinating the collection of information regarding assistance gaps;
- Advocating for durable solutions for IDP Hosting Site residents;
- Coordinating the development of community-led management systems through technical support and training;
- Assisting with the establishing self-governance, community participation and communication processes within IDP Hosting Sites, ensuring that all subgroups within the community – girls, boys, women, men and marginalized individuals/groups – are engaged meaningfully in the process.

In Yemen, a model of decentralized coordination is applied, in which regional coordination hubs in charge of certain areas are formed. This approach improves the quality of on-site coordination. Central and decentralized coordination combined with frequent cross-regional information exchange provides the best results. See coordination section for further details.

IDP Hosting Site IDP Hosting Site Coordination Support Teams – *at site level the humanitarian community (UN agencies or NGOs) have the following roles:*

IDP Hosting Site Coordination Support Teams assume the following responsibilities at site level, among others:

- Ensuring that agreed standards for assistance to IDP Hosting Sites are followed;
- Establishing and ensuring community engagement, participation and communications systems towards self-reliance
- Establishing specific self-governance and community participation processes within IDP Hosting Sites
- At site level, coordinating and monitoring services provided by different agencies, including identifying gaps, provision of protection and assistance as well as avoiding duplication of activities. They communicate these gaps to the authorities and the international community in a structured manner;
- Enabling the community to perform minimum upkeep and maintenance;
- Directly communicate with IDP Hosting Site residents;
- Provide on the job technical support to authorities representatives regarding site management.

The IDP Hosting Site Coordination Support Teams are expert teams additionally trained by the cluster coordination team to support the authorities' representatives on site, engage with the IDP community and ensure assistance gaps are raised at the correct levels.

The role of the IDP Hosting Site Coordination teams is essential to the success of the entire management structure, because it is the entity who works directly with IDP Hosting Site residents. They form, train and engage with IDP Hosting Site management committees and representative of the entire community of resident IDPs. In turn, the members of the committee are ideally elected by the IDP Hosting Site inhabitants.

Roles and Responsibilities Minimal Check List for Site Management

Y/N	Issues to Consider
	Are levels of responsibility clear for all in the IDP Hosting Site?
	Is there an appointed administrator or Site Focal Point?
	Has the humanitarian community appointed an IDP Hosting Site Coordination Support team?
	Does the community feel safe in the IDP Hosting Site?
	Are the inhabitants' rights respected?
	Have the inhabitants been provided with authorities site enrolment documents?
	Is there an agreement in place regarding allocation of roles and responsibilities?
	Has the community chosen a representative committee?
	If so, does the representative committee include men, women, elderly, youth and marginalized groups as relevant?
	Does the representative committee meet regularly?
	Do they have a Terms of Reference and a Code of Conduct?
	Does the managing committee keep track of needs of the community and services available?
	If so, are these needs communicated to service providers (the administrator and/or humanitarian community)?
	Has a referral mechanism been developed?
	Does the representative committee know how many people inhabit the center?
	Has the representative committee developed a system of communicating with the community?
	Have sector specific committees been developed?
	If yes, are they and their role known by the community?
	Does the center have established house rules (use of communal kitchens, maintenance and cleaning of public areas including sanitary facilities, and safety and security in the IDP Hosting Site)?
	If so, have these been discussed and agreed by all inhabitants?
	Are all inhabitants aware of the house rules?

4.   Community Engagement

4.1. Engagement, participation and accountability to affected population

Community engagement and self-reliance through governance is the core of any CCCM approach. The IDP community is best equipped to understand and give voice to the concerns regarding their community and make decisions regarding their living conditions and the provision of services in their own homes before displacement. The displaced population should therefore be actively engaged in all stages. It is also a practical way to increase the quality of management and accountability to IDP Hosting Site residents. Community mobilization and participation is an essential step towards self-reliance described by the process of engaging communities to identify community priorities, resources, needs and solutions in a way that promotes representative participation, good governance, accountability and peaceful co-existence.

There are many ways in which the management structures can encourage and develop community engagement, but the most common way is through representational groups. After assessing the context and existing participatory structures, IDP Hosting Site management works to find ways to support and further develop and/or adjust them to ensure that participation is as representative as possible. Other ways of involving camp populations include feedback and complaints mechanisms, training, information campaigns and employment of camp residents. Members of the host community may also benefit if included in these mechanisms. The IDP Hosting Site Coordination Support teams have an essential role in developing community engagement systems.

In an IDP Hosting Site setting the population may not be homogeneous. They may come from different geographical locations and be differentiated by ethnicity, occupation/livelihoods and specific needs. Accounting for this diversity, ensuring that everybody is represented, and that differences are managed can be a challenging aspect of effective participation. However, groups from the displaced populations will doubtless share at least some commonalities. It is the role of the management structures and specifically the IDP Hosting Site coordination support teams to determine what different social and leadership structures exist, what their status is and how they can best be used in developing participation.

The following includes some recommendations on how to best engage communities in the context of collective shelter interventions, excluding self-regulation systems:

i.   **Assessments and consultations with IDP Hosting Site residents and local authorities:** The first step is involving residents is to discuss the potential for intervention in IDP Hosting Site using methods such as focus group discussions, surveys, etc. This initial interaction will allow the organizations responsible to build a plan that best suits the residents involved. Depending on the area of

intervention and the building type of the IDP Hosting Site, approval may be required from local authorities such as the Executive Unit for IDPs, which is the governorate entity responsible for IDPs. It is important to make contact and initiate discussions early to facilitate the community buy in and acquire the necessary permissions to proceed with work. Follow up assessments/communications should continue to occur throughout the lifespan of the project as needed.

ii. **Communication with the Community:** Good communications with the communities is an essential step to guaranteeing that they understand the motivation of the project and the logic behind certain decisions like activity and site selection etc. This will reduce misperceptions that assistance favors some groups over others, which could amplify tensions. The management structure (especially the IDP Hosting Site Coordination Support teams) should therefore organize awareness-raising sessions, exchange information frequently and ensure the availability of service maps and service directories for both residents and host communities as a means to share information.
Furthermore, the community shall be actively included at every stage of the IDP Hosting Site existence and active participation mechanisms should be defined. Technical guidance and detailed methodology is defined by the technical working group.

iii. **Representative committees, community boards and sub-sector committees:** These groups are composed of committed IDP Hosting Site residents who carry out specific tasks and assignments relevant to issues within the IDP Hosting Site. Sub-committees may perform monitoring or awareness-raising activities as well as maintenance work. The members of these committees will be elected by the IDP inhabitants. The committee shall include men, women, boys and girls (aged 12-18) & people with disabilities if applicable. Typical issues handled by subcommittees are water sanitation, hygiene, gender, people with specific needs, or distribution. The establishment of sector sub-committees should be done in close coordination with technical clusters to avoid multiple community committees and should be representative of the community (men, women, elderly, youth and marginalized groups) to foster inclusiveness.

The procedure used to select residents who participate in meetings, sit on committees, or serve as representatives of the IDP Hosting Site requires inclusiveness assurance and is of critical importance. Social phenomena such as "might makes right" and "first come, first served" are often observed in IDP Hosting Sites and constitute a threat to any meaningful participation. Especially in the initial stage of displacement, protection threats to marginalized IDP Hosting Site residents are high and may become chronic issues if not addressed early on. The inclusion of people able to advocate for the interests and concerns of the entire community including marginalized groups is the mandate of the management structures (especially IDP Hosting Site Coordination Support teams).

iv.   **Feedback Mechanism:** A proper feedback mechanism must be established for residents to be able to converse with those providing services. Ideally this process has a number of mediums in which the resident can interact with the organization including, but not limited to: mobile phone contact information, email if possible, WhatsApp and other digital platforms and in the ability to converse in person where possible. In person can be run through the community committee to establish a meeting time for more serious inquiries and feedback. This should be established as an anonymous form of communication if and when necessary.

Notes for management team (Authorities and IDP Hosting Site Coordination Support teams):

1.   Consider key capabilities

What are the main capabilities within the community for responding to key communication needs, facilitating feedback, and addressing concerns? How can the community support the provision of information, aid, and protection services? Through community forums? Identification of vulnerable families? Neighbourhood watch systems?

2.   Identify capacity needs

What are the capacity needs within the community? Coaching and mentoring? Training on communication and/or community development? Do women and men have different capacity needs which require a tailored approach?

3.   Partnership

➢   How can this engagement with the community be reflected within an overall communicating with the community strategy?
➢   How can on-site coordination groups support the efforts of the IDPs community?
➢   How can feedback be shared between the community and humanitarian actors, and vice versa?
➢   How is mass information conveyed to the community? Printed materials (signs, billboards), internet connectivity, public address systems, one-to-one communication? How could this information be further conveyed through community leaders?
➢   What are the information provision services provided in the site, and how can this group support these efforts?

Detailed methodology regarding the establishment of feedback mechanisms (who is responsible of dealing with IDPs complaints, what is the structure of the complaints mechanism considering the current structures of governement and social leadership, to links of mechanism with key stakeholders, response to complaints) will be produced through the Shelter / NFI / CCCM technical working group.

Accountability to affected population framework

Given the above detailed mandate of CCCM, the cluster and Authorities committed to Yemen 2017 Accountability Framework through management structures as follows:

Component	Level 3
Provide information to the public	Regular updates are provided publically and readily available to affected communities ensuring that all have access to information. The IDP Hosting Site focal point and coordination support team are aware of how projects have addressed feedback and complaints received, as well as monitoring results. The IDP Hosting Site focal point and coordination support team check whether the information provided is relevant and understood by local population.
Involve community in decision making	Community members are involved in THE design and monitoring/evaluation mechanisms.
Learn from feedback and complaints	Formal feedback mechanism is developed with local population. The degree of satisfaction of the population is taken into account using the official CE micro-survey questions.
Staff attitudes and behaviors	All staff actively promote dialogue and relationships of mutual respect. This is to be followed up by the IDP Hosting Site focal point and coordination support team.
Assessments	Projects implemented in IDP Hosting Sites include formal learning sessions to review progress towards established results. Program designs/implementation are revised to reflect changes in the context, risks and people's needs and capacities. The IDP Hosting Site focal point and support team actively facilitate this process.

4.2 Self-regulation by residents

The IDP Hosting Site focal point and support teams should encourage and support residents to develop basic regulations and house rules which are in line with human rights principles and Yemeni cultural norms. This is particularly relevant to IDP Hosting Sites in Yemen, which often have an average of 7 people occupying a room (average household size), and men and women of different families living in close proximity. Typical subjects covered by house rules are the use of communal kitchens, maintenance and cleaning of public areas including sanitary facilities, and safety and security in the IDP Hosting Site.

To facilitate this process, the implementing organization can facilitate the formation of different **committees**, including, but not limited to: WASH committees, garbage disposal committees, maintenance committees, an IDP Hosting Site council to oversee and address

any major issues that arise within the shelter and a fire and safety committee. The humanitarian community engaged in IDP Hosting Sites will provide trainings, sensitization meetings and workshops which can also help to ensure that residents are tasked, through committees, to organize rules for their IDP Hosting Sites. The responsibility will be handed to the residents at the soonest possible time to ensure that ownership is taken of all activities required to maintain a safe and clean living environment.

4.3 Host community

Although rare, there are sometimes tensions between host communities and residents living in IDP Hosting Sites. This becomes more likely in Yemen when residents have moved into schools, prohibiting local children from attending or when resources that are already scarce have to be further stretched for not just the host community but also the new residents. Another main source of tension can be water resources that are further diminished by new residents moving into the area. A third point of tension can be when new residents are seen to be receiving items from NGOs – NFI Kits, Hygiene kits, food vouchers or parcels, etc. All of these must be taken into account and a percentage should be designated for host communities, who must fall under the same selection criteria to be eligible to receive items. Selection and identification criteria is available through the Shelter / NFI / CCCM cluster coordination team which is to be used by all cluster partners. Additionally, as a recommendation, the cluster coordination team encourages partners to provide the affected host community with between 10% - 30% of the amount of assistance offered to the IDP communities.

Regarding schools, they should be used as an extremely temporary IDP Hosting Sites whenever possible. Although a seemingly ideal shelter to house families as they are generally well built, contain latrines and WASH facilities (although not necessary functioning) as well as separated rooms for families to live in – they should always be considered as schools first and IDP Hosting Sites second. When rehabilitating IDP Hosting Sites, all other areas should be considered first to ensure people do not become dependent on the schools as their new homes. This of course is context specific and needs to be addressed on a case by case basis.

The humanitarian community can help facilitate a smooth transition and integration into the host community for new residents by allowing the host community to establish committees as well to address and potential tensions that may arise. This will provide a proper mechanism for dealing with complaints and ensure that personal disputes do not escalate but instead provide a proper mechanism for conflict resolution with all parties involved.

Local government / authorities will be involved and able to access the IDP Hosting Sites through the committees if any dispute arises. This will act as an intermediary to ensure that residents feel safe and able to voice concerns that may arise. Local authorities will be made aware of any relocations as well to ensure their full cooperation and participation where necessary in the movement of residents. They will also be informed to ensure that movement of people – whether in cars or trucks – is not hindered at any check points or

other potential road blocks.

Engagement, Participation and Community Involvement Minimal Check List for Site Management

Y/N	Issues to Consider
	Do assessments and consultations take place with the IDP Hosting Site residents and the local authorities?
	Has feedback from the community and authorities been obtained and incorporated into further action taken?
	Has the IDPs community received sufficient information (awareness-raising sessions, information pamphlets) according to them regarding the motivation of the project and the logic behind all decisions concerning them?
	What are the proposed roles for the community leadership structures? Did the IDP Hosting Site coordination support team collaboratively designed a ToR?
	Is strong gender-balanced community leadership and participation established and maintained through regular mechanisms?
	Are there any established leadership structures already in place at the location?
	Are there any other ad-hoc or organized community 'groups' already existing?
	Are the concerns of the community currently being conveyed?
	Who are the active partners directly working with the IDPs community? Are there any organized community mobilization groups?
	How do we diversify the community leadership and ensure representation of women and men, the various nationalities, ethnicities, etc.? Through election; selection; recommendation; appointment; self-appointment… What is best for our context?
	Has the host community received sufficient information (awareness-raising sessions, information pamphlets) according to them regarding the motivation of the project and the logic behind all decisions concerning them?
	Have sub-committees been established in close coordination with technical clusters?
	If so, does the committee include men, women, elderly, youth and marginalized groups as relevant?
	Is the inhabiting community participating in collectively beneficial activities (ex. communal areas clean-up days, etc.)
	Has a feedback mechanism been established?
	If so, are all member of the community aware of how to use it?
	Does the feedback provided remain anonymous?

5.   Coordination Mechanisms

The humanitarian response in IDP Hosting Sites will be coordinated through CCCM partners such as those providing IDP Hosting Site Coordination Support teams by the Shelter / NFI / CCCM cluster in close coordination with the authorities specifically the Authorities, through the existing humanitarian coordination systems.

The main objective of all coordination efforts is to ensure that humanitarian services and assistance are delivered in a cohesive and effective manner and protection of IDP Hosting Site residents is secured regardless of the sector of intervention.

5.1 Humanitarian coordination levels matrix at national and sub-national levels in Yemen

Name of Cluster	Lead Agency
Early Recovery	UNDP
Education	UNICEF
Emergency Telecoms.	WFP
Food Security	FAO, WFP
Health	WHO
Logistics	WFP
Multi-Sector: Refugees and Migrants	UNHCR, IOM
Nutrition	UNICEF
Protection	UNHCR
Protection sub-cluster: Child Protection	UNICEF
Protection sub-cluster: GBV	UNFPA
Shelter / NFI / CCCM	UNHCR
WASH	UNICEF

At national and sub-national level, the Shelter / NFI / CCCM cluster members will meet regularly and ensure a constant communication flow led by the cluster coordination team.

At sub-national level, the IDP Hosting Site Coordination Support teams will connect with other relevant humanitarian forums to ensure site level needs are highlighted and addressed.

At site level, the IDP Hosting Site residents should be aware of the services available and how to access them. It is also important to make sure distribution points are accessible and distribution mechanisms take into consideration groups with specific needs to minimize chances of violence, abuse and exploitation. IDP Hosting Site set up requires that the IDP Hosting Site administrator, Shelter / NFI / CCCM cluster and management structure formed by the residents (IDP community) collaborate to achieve this joint goal. To this effect, the authorities, the IDP Hosting Site Coordination Support teams and community representatives may choose to have regular site level meetings.

Coordination mechanisms Check List for Site Management

Y/N	Issues to Consider
	Are there proper channels for reporting gaps and issue areas?
	Is there a clear referral pathway?
	Do beneficiaries know where and how to access services?
	Does the focal point and support team have the contact information for the relevant service providers, clusters, authorities, etc.?

6. Information Management (IM)

The key to successful response is timely and accurate information, disaggregated by relevant indicators. Competent data management and appropriate information flow from the IDP Hosting Site focal point and support teams to the cluster and back is therefore paramount.

The purposes of IM is gaining an overview to guide the humanitarian response coordination in IDP Hosting Sites, information on the displacement pattern, the number of the displaced, their location, and basic profiling, including details on their assistance needs. At all stages of information collection, the involvement of the local authorities is key so that the humanitarian community ensures capacity building and unified updated databases. Without an evidence base humanitarian assistance and services become limited to inexistent.

- Information management is the responsibility of all stakeholders and consists of collection, analysis, storage and dissemination tasks.
- Data collection in IDP Hosting Site situations focuses on collecting information on the characteristics of displaced communities and the IDP Hosting Site needs as well as on the accessibility and availability of basic services.
- In medium- and long-term displacement, information management supports the process of recognition of IDP Hosting Sites and provides displacement updates.
- Both quantitative and qualitative data/information collection methods should be considered.

Given the lack of comprehensive data at the time of writing, CCCM baselines and monitoring exercises will be organized and supported by the cluster coordination team and specific cluster partners engaged in the activity.

While the baseline will be carried out through enumerators every six months, monitoring will be carried out – through a continuous process immediately following the baseline. The monitoring of sites will be accompanied by comprehensive site level CCCM activities regarding community engagement through the IDP Hosting Site coordination support teams.

Data will be collected from representative of the population residing in the site and key informants from within the community to ensure a broad representation of affected populations.

Information regarding IDP Hosting Sites is gathered through direct visits to all IDP Hosting Sites. With regards to the baseline, a site based key informant could be: tribal sheikh, mosque's imam, community leader. With regards to the monitoring, a focus group (FGD) should be organized with the purpose of collecting information which should be composed of those representing the community and include women, men, youth, people with special needs and elderly organized by the IDP Hosting Site Coordination support teams. Monitoring will be carried out both through site based KI and FGDs. The FDGs will support the direct observations required as specified in the data collection tool.

The Executive Unit for IDPs representatives or/and local authorities will be directly involved in the data collection exercises as follows. They will be engaged at national level and provided with details regarding the data collection exercises. They will be engaged at local level prior to the data collection commencing to detail the activity and to obtain further information regarding the specific locations of the IDP Hosting Sites and spontaneous sites. It is recommended that in case the Authorities representatives show interest is accompanying the data collection teams, this is accommodated. Once the data is available, the findings will also be presented to each Authorities representatives those were previously engaged for verifications. To the extent possible, if modifications are requested, these should be taken into consideration if the results would not be significantly modified as a consequence.

Information Management, Assessments and Monitoring Minimal Check List for Site Management

Y/N	Issues to Consider
	Does the focal point and support teams understand responsibilities with regards to information management?
	Are the proper tools in place to collect relevant information on a regular basis?
	Have the tools above been shared with the relevant actors?
	Does the focal point and support team have a plan in place to track population details, needs, and service gaps?
	Does the focal point and support team know the technical standards for the various sectors, i.e. WASH, S-NFI, health, food, protection, livelihoods?
	Is there a plan in place for feeding information back to the beneficiaries?
	Do the focal point and support team have a monitoring plan that has been shared with relevant stakeholders?

7. IDP Hosting Site set-up

7.1 Site and structure

Although IDP Hosting Sites are not a preferred displacement solution, there is a best-case scenario for IDP Hosting Site selection: if a proper structure at an appropriate site is found, many future issues in IDP Hosting Site management can be addressed more easily. Identifying an IDP Hosting Site that will function well means identifying both a satisfactory site and a satisfactory structure. Both parameters are equally important. All IDP Hosting Sites reflect a number of particularities, strengths and weaknesses, so the actual decision to designate IDP Hosting Sites involves compromises.

The expected duration of use is a factor that must be taken into consideration because living standards and services provided in IDP Hosting Sites change over time. In selecting IDP Hosting Sites, it should be assumed that they will be in use for a period of time that is longer, and often much longer, than initially imagined.

7.2 Site selection

The site of an IDP Hosting Site refers to both its immediate and wider surroundings. It encompasses not only the physical features of the place where the IDP Hosting Site is located, but also its political and social characteristics.

Considerations regarding site selection should include at a minimum the following aspects as per Global Guidelines.

Considerations regarding site selection	
Topic	**Comment about site**
Security	• Safe from any immediate threat to security • Minimizes potential risks (e.g. landslides) to IDP Hosting Site residents
Accessibility	• Easily accessible for the provision of assistance during humanitarian • Takes into account seasonal and climate issues (e.g. muddy roads during the rainy season or access problems in winter)
Environmental situation	• General and local contamination threats need to be considered
Infrastructure	• Realistic possibility of connecting the IDP Hosting Site to existing infrastructure, if available, including water

	supply, sewer system and solid waste disposal
	• Access to electricity is very important, while water and sewage solutions are relatively independent of existing infrastructure
Pull and push factors	• Urban settings may create an unwanted pull factor toward the IDP Hosting Site
Livelihoods	• Access to local markets
	• Access to work
	• Availability of means of transportation
Access to basic social services	• Education and health services must be available
	• General assessment of basic social service capacities and assistance schemes
Cultural identity	• The right of IDP Hosting Site residents to adhere to their cultural, social, and religious traditions must be granted on the IDP Hosting Site.
	• The attitudes of the State, local authorities, and the host community toward the characteristics of IDP Hosting Site residents should be examined.
Active citizenship	• Access to social life and media, as well as the opportunity to exercise civil rights
Integration	• Potential for durable solutions for IDP Hosting Site residents should be considered

Considerations regarding selection of structures

Topic	Comment about site
Condition of the building	• Structure must be safe and must meet national and international construction standards
	• Structure must be able to withstand the impact of earthquakes or other threats
	• Sealing off must be possible (proper roofing, windows and doors)
	• Climatic conditions need to be addressed (natural ventilation in warmer climates; winterization in colder climates)
	• Proper infrastructure installation (if available)
	• Water and sanitation solutions within or outside the building
	• Electrical wiring and fuses
	• Cooking and heating facilities (chimneys)
Characteristics of the building	• Concept and design must allow proper separation/privacy of living units and communal areas, taking into consideration cultural, religious or traditional concerns

	regarding the appropriateness of spaces • Enclosed spaces must have proper dimensions for their intended use • Elements for decent living conditions must be in place (e.g. no units without windows)

Use of the building	• Active buildings (functioning schools, health facilities, etc.)
	  - Impact on current use should be considered
	  - Disruption, reduction or cancellation of use or services should be avoided
	  - Dual use of educational facilities can cause serious protection risks for children and youths; these risks must be mitigated
	• Passive buildings (inactive hotels, warehouses, factories, etc.)
	  - Low impact of use as a IDP Hosting Site, but the structure is normally in poor condition

Ownership of the building	• Privately owned structure
	  - High risk of eviction and forced secondary displacement
	  - Settlement with owner can provide fast and effective solutions
	• State or social ownership
	  - Very common and, in principle, an appropriate solution
	  - Agreements with the State may take time
	• Collectively owned IDP Hosting Sites
	  - Usually problematic
	  - Management structure may become an obstacle
	  - Lack of accountability

Considerations regarding selection of structures

Topic	Comment about site

Size	• Small IDP Hosting Sites (up to 100 residents)
	  - Access for humanitarian assistance may be logistically problematic in the case of multiple small IDP Hosting Sites
	  - Easier set-up of internal coordination mechanisms
	  - High social coherence and solidarity among IDP Hosting Site residents
	  - Lower security risks in the areas of security within the IDP Hosting Site, Gender Based Violence (GBV), and protection

	•	Large IDP Hosting Sites (over 100 residents)
		- Fast solution in case of emergency
		- Facilitates delivery of humanitarian assistance to high numbers of residents; more difficult to establish internal coordination mechanisms
		- Lacks or has reduced social coherence and solidarity
		- Higher security risks in the areas of security within the IDP Hosting Site, GBV, and protection
Duration of use of IDP Hosting Sites	•	Potential for increased living space and living standards should be considered in case of long-term displacement

7.3 Self-settled IDP Hosting Sites

Self-settled IDP Hosting Sites, typically the case in Yemen, including self-settled tents or makeshift shelters in front of IDP Hosting Sites, are inadvertently omitted from aid provision efforts, either because they are unrecognized by authorities or because service providers are unaware of their existence. Therefore, two initial interventions are needed following the previously mentioned data collection exercise:

- Site compilation: information about self-settled IDP Hosting Sites must be obtained, including their location, the number of residents and their assistance needs, and the general situation. This exercise is additionally led by the Shelter / NFI / CCCM cluster together with cluster members and the authorities.
- Formalization: the next step is to obtain formal recognition as relevant of the IDP Hosting Site. This will require the execution of an agreement with the building owner, with local authorities, humanitarian community and sometimes IDP residents. Advocacy by the cluster coordination team with state authorities may be required for the inclusion of previously unrecognized IDP Hosting Sites in aid provision programs. If recognition cannot be obtained and the situation in the IDP Hosting Site cannot be improved, the transfer of IDP Hosting Site residents to a planned, recognized IDP Hosting Site may be the only option.

Special emphasis must be paid to protection threats. Occupation arrangements within self-settled IDP Hosting Sites are often characterized by disproportionate use of living space or confiscation of available space by the strong or socially dominant. These occupation patterns exist at the expense of vulnerable individuals, including women, girls, children, single-headed households, elderly and people with special needs, who require particular support and attention from the IDP Hosting Site focal point and support team.

7.4 Ownership issues

The local government may offer a number of its owned structures or facilities for conversion into IDP Hosting Sites. There are also private buildings offered by its owners to host IDPs. The main strategic issues to consider, in conjunction with the local authorities or the owner of the structure, are the following:

- Is the structure or facility appropriate for the task?
- How long will it be available?
- Who exactly owns it?
- What is the nature of access, services and utilities?
- In what condition should the structure or facility be left eventually?

Protocols and agreements
It is important to develop protocols of understanding or three-way agreements with the local authorities, owners, and humanitarian community to be signed in the emergency phase. The agreements should address the following issues:
- Ways in which the structure would need to be modified;
- Administrative authorization for modifications;
- Any local or national building, legal, safety, environmental or planning codes that must be met;
- Proposed maximum occupancy;
- Deadlines, if any, for the beginning and end of occupancy;
- Termination procedures;
- How and in what state the structure should be returned after use;
- A clause identifying who is liable (and who is not) if the building is not returned to the agreed-upon state;
- Dispute resolution;
- Rights and duties of each of the parties;

Verifying ownership
Ownership claims should always be verified as there is always the risk of fraud, specifically in contexts where cadasters are destroyed, incomplete or non-existent.

Upgrading and adapting
If any upgrading or adaptation of the building is required before use, take this into account when negotiating with the owner about the use of the building and site. Consider how the building will be used, when it is returned to its original function, and how planned works will affect this.

Terms of return of the building
The terms under which the center is returned to its owners should have been agreed upon before beginning initial works and operation. Before agreeing on compensation under these conditions, the impact of the center on all local groups should be assessed, for it is likely that circumstances will change and that there will be some unforeseen impact. The compensation package or activities should be negotiated and agreed upon by all parties.

Site Selection Minimal Check List for Site Management

Y/N	Issues to Consider
	Is the IDP Hosting Site far away from active conflict areas?
	Is the IDP Hosting Site located far from security or governmental buildings?
	Is the IDP Hosting Site safe from exposure to risks such as flooding, high winds, or other environmental hazards? Is the area free from fire risks or landmines, explosive remnants?
	Is the IDP Hosting Site accessible by a safe road for the displaced population and humanitarians?
	Is the IDP Hosting Site accessible in all season and weather conditions for both the displaced and humanitarians?
	Is the IDP Hosting Site location close to the community, social services and facilities such as health and education facilities, and markets/livelihoods?
	Does the IDP Hosting Site have some spare space around the building in case expansion is needed?
	Has a capacity assessment of the IDP Hosting Site been conducted and has it determined that the site meets the minimum standards of living conditions and dignity for the displaced?
	Is the **potable water** storage capacity sufficient to meet the full capacity of the IDP Hosting Site?
	Is the **non-potable water** storage capacity sufficient to meet the full capacity of the IDP Hosting Site (i.e. for shower)?
	Are there sources of energy/ lighting/fuel available in the area?
	Is there a proper sewage system or cesspit nearby with adequate disposal mechanisms?
	Is the structure of the IDP Hosting Site safe and does it meet national construction standards?
	Are there means for addressing climatic conditions, i.e. natural ventilation in summer and winterization in winter?
	Does the design of the IDP Hosting Site allow proper separation/privacy of living units, toilets, and shower facilities?
	Does the design of the IDP Hosting Site allow for decent living conditions in the enclosed spaces, including adequate room, access to ventilation/windows, etc.?
	Does the structure allow for the displaced to perform their cultural, social, and religious traditions?
	Has the owner of the site been identified and verified?
	Has an agreement been put in place with the owner regarding the usage (including proposed upgrades/adaptations, terms of building return, termination procedures, and dispute resolution) of the IDP Hosting Site?

Site set-up Minimal Check List for Site Management

Y/N	Issues to Consider
	Has an inventory of the site been made, in coordination with the site owner, and signed by the focal point, support team and site owner?
	Has an overall assessment been conducted to determine any site maintenance needed or possible hazards that should be addressed?
	Has the IDP Hosting Site management team been established?
	Have committees and focal points for the various technical areas been established and do they understand their roles? Are there clear TORs?
	Has the IDP Hosting Site been marked with a visible sign that declares it as a humanitarian space?
	Have basic rules and regulations for the site been established through participatory means and communicated to residents? Are the rules and regulations displayed somewhere on the premises?
	Has a security system for the IDP Hosting Sites (i.e. security guards, committees, etc.) been established?
	Has a space been designated to hold meetings? Does the focal point and support team have access to communications equipment?
	Has the focal point and support team set up a notice board to share information with residents and a system to update it? Are the residents aware of its existence?
	Has the focal point and support team set up a suggestions box or another type of complaints mechanism? And are the residents aware of it?

8. Relocation

The most important aspect of any IDP relocation comes at the very beginning of the process to ensure that IDPs are well informed of what is about to potentially happen and that they are going to do so voluntarily. There will be no forced relocations. Organizations should also go as far as to stand against forced relocations of any IDPs. Alternative solutions should always be explored if people are not willing to relocate. The process is to be explained to all IDPs from start to finish at the very beginning of the process to ensure they are as informed as possible for them to potentially be moved voluntarily. If IDPs volunteer to be relocated, committees will be formed so that the relocation schedule can be made without separating families for any period of time, as well as to keep the IDPs better informed and give them an outlet to speak to the organizations involved if needed. As relocations are a shared responsibility. IDPs will go through a process where names (and possibly other personal specifics) are listed, in collaboration with humanitarian local community and local authorities to ensure there will be no issues during transport and also upon arrival in the new location. IDPs items and resources will also be registered and packed for each

family/individual to ensure their items are easy to identify and find when arriving at the new location. Trucks will be provided to ensure that items are transported easily and efficiently.

During the relocation, the organization or entity responsible will need to travel with the IDPs to ensure a smooth trip as well as be in constant contact with the local authorities should there be any checkpoints or other areas that may potentially provide issues during transit. All routes shall be de-conflicted where necessary as well as planned in advance for local authorities to be aware of all movements. The de-confliction process will be requested and followed up by the implementing organization using the appropriate channels (for example with OCHA).

The trucks and personnel transport will travel together, along with organizations staff to ensure an effective and efficient transport process. The items of the families will be put in trucks to be transported to the new site. Identification of the personal belongings will be done through the implementing organization.

Once IDPs arrive at their new IDP Hosting Site or shelter then it is advisable to provide new residents with a welcome kit of basic items, to not only incentivize relocation but also ensure that they may properly settle. If families are already living in the respective shelters, they should also be given the same items if applicable to reduce tension. It is advisable also to set up a welcome committee of those already living in the shelter to help with information sharing regarding what is around the area and basic daily amenities including markets, shops, etc.

Sensitization and integration into local community can be handled by the local authorities in conjunction with the implementing organization to ensure that a minimal risk of tension in the shelters is achieved. The local authorities will take the lead on this matter.

After relocation, committees will remain in place to ensure that any issues can be resolved accordingly and will also help to reduce any tension that may arise in the communities. If a local or international NGO will be responsible of IDPs relocation, close coordination and follow up should be in place with the Shelter / NFI / CCCM Cluster and in close collaboration with local authorities and Executive Unit for IDPs.

In the event that there is a forced relocation, organizations should be adamant and campaign for this to not happen. If it is inevitable, IDPs should be again made aware of everything that is going to happen and discussions need to be held to try and assure the IDPs of their safety and security involved in such a move. Organizations will be with the IDPs the whole way to ensure that a forced relocation still follows all guidelines.

Further technical guidance is developed at technical working group level.

Levels of engagements before, during and after the relocation/displacement of IDPs in the centers - Minimal Check List for Site Management

Done Y/N	Activities before relocation
	Document existing services and service providers on the location the IDPs are currently living in (use CCCM technical assessment form)
	Assess and map the existence of any IDP representatives or / and IDP community structures (committees, etc.) and power structures
	Make sure dignified alternative shelter solutions are available and local authorities / private owners have endorsed them - preferably in writing
	Make sure that the alternative locations do not isolate IDPs
	Assess the alternative solution for safety and availability of services
	In the new location, strive to match or enhance the level of service delivery that the IDP have in the current location. Coordinate with relevant partners, with support of the Shelter / NFI / CCCM Cluster Coordination team, to ensure adequate service delivery in the new location
	Organize information sessions to inform IDPs of available and endorsed alternative locations
	If IDP or host population is already living in the alternative accommodation, organize consultation sessions prior the relocation in order to assess and ensure acceptance of new IDPs. Be mindful of customs (living space is only shared with extended family, women and girls need private space, etc.)
	Constitute the list of IDPs willing to benefit from alternative shelter solution(s). Identify the most vulnerable IDPs (e.g. unaccompanied elderly, unaccompanied pregnant women, unaccompanied physically / mentally challenged persons, unaccompanied or separated children, child / woman headed households, etc.)
	Constitute the list of IDPs who have alternative solutions on their own accord
	Constitute the list of IDPs who do not wish to be relocated and state the reasons if known
	Establish movement plan (date / time of movement, modalities of transportation especially for the most vulnerable, reception at alternative accommodation, etc.) to the new location in consultation with the concerned IDPs
	Foresee special assistance for transportation for vulnerable persons
	Organize a visit by IDPs to the alternative locations if needed and give information on available services

Done Y/N	Activities during relocation
	Ensure that there is a neutral and impartial grievance redress mechanism in place so complaints of IDPs or host community can be addressed

Done Y/N	After relocation
	If the previous accommodation was a school premises, CCCM cluster partner to request a letter from local education office certifying that voluntary relocation of IDPs has been completed and share the list of vacated schools or class rooms with the Subnational Education Cluster.
	In case the alternative solution is a IDP Hosting Site, submit De-confliction request through the Shelter / NFI / CCCM Cluster's Coordination team. De-confliction request, through the Cluster, can only be submitted once IDP are actually living in the IDP Hosting Site.
	Perform regular CCCM monitoring on the new and old location if IDPs are still present

9.   Protection[6]

9.1 General protection considerations

The State has de jure and de facto role as the main duty-bearer towards IDPs, including vulnerable IDP Hosting Site residents. As a result, the State's awareness of certain protection issues related to IDP Hosting Sites and its capacity to address such issues should be fostered. The Shelter / NFI / CCCM Cluster assumes a crucial role in promoting the State's protection responsibilities through advocacy and training.

Training and dissemination

Another element of strengthening protection mechanisms for IDP Hosting Site residents is training and dissemination. A clear understanding of the rights of the displaced and the responsibilities for protecting these rights, as well as intervention models in case of violation of these rights, are important assets. Training and information dissemination for IDP Hosting Site residents, local and central authorities, and IDP Hosting Site Focal points should be arranged by the Shelter / NFI / CCCM Cluster.

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[6] Please note that further *Protection mainstreaming guidance* is available.

9.2 Particular protection issues

There are a number of factors which increase protection threats:
Crowded IDP Hosting Sites: the basic rule that the more densely populated a IDP Hosting Site, the greater the social tensions and protection threats to vulnerable or marginalized individuals or groups within the IDP Hosting Site is echoed by many field experiences.

Large IDP Hosting Sites: in principle, the bigger the IDP Hosting Site and the greater the number of IDP Hosting Site residents, the weaker the role of self-regulation. Social networks break down and solidarity between IDP Hosting Site residents decreases. In such situations, forms of exclusion or violence against vulnerable individuals become increasingly likely.

Lack of privacy: especially in the initial stage in poorly prepared or self-settled IDP Hosting Sites or Spontaneous Settlements, lack of privacy increases tensions. The perception and effect depends heavily on local cultural traditions. More intimate situations (i.e. washing and use of toilets) require respect for social norms.

Structural issues: some structural features of IDP Hosting Sites, such as isolated basements, dark areas, toilets, hallways and streets lacking illumination at night may pose an additional security threat to IDP Hosting Site residents, particularly to women, children, the disabled and elderly.

Composition of the IDP Hosting Site population: displacement can create uneasy social realities. Within an IDP Hosting Site, minorities or groups which are discriminated against may exist. Also, the cultural and social composition of the IDP Hosting Site population versus the host community should be considered. In addition, children face specific protection risks, such as abuse, violence and exploitation.

Stress: apart from people with pre-existing psychiatric disorders, many individuals, especially in the early stages of displacement, show some signs of emotional distress, which may be worsened by crowded and inappropriate living conditions.

Absence of state authorities or leadership: especially in the early stages of displacement and in large IDP Hosting Sites with numerous residents, authorities must be present to maintain law and order and ensure security from external risks.

Uncertainty and lack of information: IDP Hosting Site residents who are poorly or not at all informed about their situation, the assistance scheme, available services and their rights are more likely to feel that they are under pressure and may act unreasonably, posing a threat to themselves or to others.

9.3 Protection precautions

The use of smaller IDP Hosting Sites (up to 100 individuals) is preferable, as self-regulation is more likely within smaller groups and solidarity may be fostered, with residents providing assistance to each other.

- Allocating sufficient space for the IDP Hosting Site population prevents overcrowding at the centers. Applying minimum living standards (i.e. Sphere standards) is often insufficient, especially when displacement occurs over an extended period.
- Public areas must be illuminated. Areas that cannot be illuminated or are not in use should be sealed off.
- Suitable forms of self-governance and clear structures of participation should be established as soon as possible after the arrival of IDP Hosting Site residents, as participation seems to decrease internal protection risks. Self-governance and participation structures should take all IDP Hosting Site residents into account, including vulnerable and marginalized people. A timely and formal link to existing authorities and state officials increases the positive impact.
- Training and awareness-raising on protection issues for IDP Hosting Site representatives, IDP Hosting Site residents, and authorities are valuable instruments for prevention and also for the intake of protection issues by the IDP Hosting Site Focal point or Shelter / NFI / CCCM Cluster.
- Setting up IDP Hosting Sites among host populations who have a generally positive attitude toward the displaced is an asset for protection work, although it may not guarantee the absence of tensions. Early, open and direct dialogue with the host community frequently reduces potential protection risks for IDP Hosting Site residents.

9.4 Prevention of gender-based violence

An effective strategy to prevent some forms of GBV is the maintenance of a close social network which encompasses vulnerable or exposed individuals. The objective is for the community to provide safety and protection to these individuals rather than pose a threat to them.

- Anonymity among IDP Hosting Site residents and lack of social networks should be avoided. Above all, lack of family connections among residents may pose risks for some vulnerable people, especially unaccompanied individuals. Social ties should be fostered through team-building efforts and joint activities where feasible (e.g. joint cooking) for potentially targeted IDP Hosting Site residents.
- Safe areas exclusively accessible to women and children may not only provide safety, but also offer an opportunity for intake or follow-up of incident reports by staff trained in GBV case management.
- GBV awareness training should be offered by the IDP Hosting Site Focal point or the Shelter / NFI / CCCM Cluster in Yemen. The training should target IDP Hosting Site representatives and IDP Hosting Site residents. It should include a mapping exercise in which the residents identify the highest risks, and it should raise awareness of the potential dangers of GBV in certain areas, e.g. known hot spots. Risk reduction measures should be explained and the entity or person responsible for implementing them should be identified.

9.5 Protection of people with specific needs

The structural design of IDP Hosting Sites is a key factor to consider when hosting people with specific needs. The fixed physical structure of the building usually offers limited possibilities and flexibility for creation of suitable living spaces, in general. The capacity to provide customized physical arrangements for people with specific needs is even more restricted. To the extent possible, these individuals should be allocated the most accessible and most suitable location within the IDP Hosting Site. Upper floors or areas with difficult access should be avoided. More complex requests must be addressed on a case-by-case basis, as people's needs may change over time.

Protection Minimal Check List for Site Management

Done Y/N	Issues to Consider
	AVOID CAUSING HARM
	Ensure IDP Hosting Sites and spontaneous settlement meeting standards for distance from borders and conflict frontlines. Consider safety risks associated with landmines, explosive remnants of war (ERW), and natural hazards. If the area of intervention is mined or contaminated by ERW, please refer to Mine Action working group / organisations.
	Carefully examine risks of violence, especially Gender Based Violence (GBV), to boys, girls, men and women in their daily activities (e.g. fetching water, going to the market or to school, collecting firewood or getting fuel), and work with them and protection actors to identify preventive measures and responses.
	Ensure that effective security measures are in place, especially at night, such as police and/or community patrols where possible, adequate lighting or other security measures. Monitor high-risk security zones regularly and at different times of day (e.g. around showers, latrines, child-friendly spaces, schools and routes to schools, health facilities, water collection points, etc.).
	Be aware of existing land and property tenure arrangements, including statutory/legislative and customary access rights to land when selecting sites. If the land or property is privately held, consult with relevant stakeholders to obtain authorisation and formal agreement from owners.
	Be aware of existing tensions between different ethnic, religious or other groups and consider cultural practices within the affected community. Regularly monitor and discuss with beneficiaries if they feel pressured, directly or indirectly, to return to their place of origin or relocate, or if they feel prevented from leaving the camp.
	EQUALITY
	Treat all displaced persons equitably, regardless of their living situation (i.e.: host-families, IDP Hosting Sites, are self-settled in urban or rural locations, or are living in spontaneous sites.

	Make sure that a comprehensive enrolment system is in place, enabling women to be registered in their own name and provisions are made for child-headed households. Ensure that the purpose of enrolment is properly communicated to all groups and that effective data protection measures are applied.
	Ensure that all information about the site facilities and services are accessible to everyone, including persons with disabilities (sensorial impairments) and other persons with specific needs.
	Ensure that the design of the site set-up and services are accessible to all categories of beneficiaries. Carry-out regular spot-checks as part of ongoing monitoring in the site, to collect information – disaggregated by age and sex - from the various services and assistance providers.
	Ensure that service providers consider the needs of different ethnic, racial, national or social groups and ensure that the quality of their services is equitable.
	Ensure that all persons have equal access to work opportunities in the sites. Consult with all actors operating in the site to determine whether monetary compensation will be offered for work, and ensure consistency in agreed approach. If compensation is offered, ensure equal payment for all persons without discrimination.
	ACCOUNTABILITY TO BENEFICIARIES
	Set-up referral systems in partnership with protection actors to provide an appropriate response and specialised assistance to persons with specific needs. Apply standards on data management and implement measures to secure referral data i.e. to ensure that personal data and lists of beneficiaries of specialist protection interventions are kept confidential and stored in a secured manner to avoid unintended uses.
	Set-up feedback and complaints mechanism to receive and investigate requests and grievances regarding CCCM interventions, facilities and services at the displacement sites, as well as allegations of intimidation, coercion, violence and exploitation and abuse experienced by women, girls, boys and men in receiving assistance. Respond to all complaints, regardless of whether corrective measures can/need to be put in place
	Ensure that the site focal points and coordinators have signed a code of conduct stating their commitment to respect and foster humanitarian standards and the rights of beneficiaries. Train focal points and coordinators on the code of conduct and effectively monitor their adherence to the code. Compliance with the requirement to have a code of conduct is a non-derogatory criterion for the selection of all service providers.
	In partnership with protection actors, identify dedicated focal points and raise awareness about Prevention of Exploitation and Abuse (PSEA) by UN staff members, related personnel and partners. Provide clear information on the fact that beneficiaries do not have to provide services or favours in exchange for receiving services or accessing facilities
	PARTICIPATION & EMPOWERMENT

	Ensure that women, men, girls and boys are fully involved in decisions relating to their situation, such as the development of site policy, management, and site closure.
	Establish appropriate and sustainable mechanisms for meaningful dialogue with different age, gender, diverse groups of beneficiaries. To incorporate the views of persons with specific needs in decision-making processes, designate focal points within the site management structures and beneficiaries committees.
	Ensure that local authorities and host communities are informed, consulted and included in decisions on site location and planning in order to reduce tensions between host communities and displaced populations.
	Involve all categories of affected persons (such as children, persons with disabilities and elderly) in assessments in order to collect accurate information about their specific needs.
	Provide appropriate support to national/local authorities and stakeholders, including capacity building, and encourage government ownership of the protection and assistance strategy for IDP Hosting Sites and settlements sites.

10. Food

Food aid in IDP Hosting Sites requires more than counting and registering beneficiaries. It requires a thorough needs assessment, inter alia, to determine the relevance and type of food assistance or transfer required. Food assistance is easily at risk of manipulation and\or politicization when distributed in centers.

The issues of protection, access and freedom of movement of the populations hosted should be closely looked at when working in IDP Hosting Sites or spontaneous sites.

10.1 Food distribution

Coordinating food distribution

The primary challenge is to reach all sites and to provide proper and timely assistance. To accomplish this goal, registration in the form of enrolment and documentation efforts should be geared toward providing accurate information in a short period of time, and mechanisms should be designed to cover areas where all sites are located. Spontaneous settlements are a particular challenge, as they may not be registered and may therefore be excluded from assistance. Therefore, these SS shall be considered when delivering Humanitarian assistances.

Non-delivery of assistance to IDP Hosting Sites, however, may trigger secondary displacement; this problem regularly affects the weakest and most vulnerable. Enrolment alone is insufficient. It is important to link the assistance provided with a proper needs assessment of the population hosted in a site.

Needs assessment:
Needs assessment is needed to define the following:

- Vulnerability profiles of the population (partly depending on rural vs. urban setting and freedom of movement).

Size of rations:

- Frequency of distribution (whether people can store monthly rations when hosted in a crowded settlement or IDP Hosting Site).
- Type of food and type of transfer (food vs. cash/vouchers, or urban IDP Hosting Site vs. rural IDP Hosting Site).
- Needs of specific groups within the CC (pregnant/nursing, infants and young children, etc.);
- Freedom of movement and coping mechanisms of the population hosted in IDP Hosting Sites; it is likely that populations with limited freedom of movement with no right to work will be more dependent on humanitarian assistance.
- Specific guidance on food assessments is available and should be consulted by agencies setting up the distribution of food and non-food items.

Considerations for food distribution
The following issues should also be considered in distributing food at IDP Hosting Sites:

- The transparent involvement of IDP Hosting Site residents in the food distribution mechanism is key to minimizing the risk of food diversion and manipulation;
- An open "monitoring and complaints" system can be set up within each CC & SS where possible, as a means to report potential misappropriation of food by distribution committees or agency.
- It is important to monitor malnutrition and detect possible cases of acute malnutrition, so that these cases can be identified, referred to, and dealt with by an appropriate structure.

Cooking arrangements:
Cooking arrangements in IDP Hosting Sites are found either inside the building or occasionally, outside in nearby facilities (e.g. self-built mud or stone). There is often a tendency to move from public cooking in the initial stages of IDP Hosting Sites use to individual cooking in longer-term IDP Hosting Sites and spontaneous settlements.

Cooking potential problems:
Individual cooking arrangements, however, impose a heavy burden on scarce energy resources, which can contribute to the local and distant environmental impact of the Center.

- Cultural acceptability and experience in using different stoves and fuel sources should also be considered from the outset, including the hazard impact associated with some: for example, people unused to cooking with kerosene can accidentally start fires. Particular attention should be given to the following:

Certain wood-burning stoves require adequate ventilation. And it may cause fire in case of SS. The storage of dry wood may itself create a fire hazard.

Attention to different circumstances:
Due to the diversity of IDP Hosting Sites, local traditions and energy supplies, no general statement about recommended forms of cooking can be made, except that the issue demands close attention. The resident population must be included in any decision-making and solutions must comply with the center's safety and security assessments.

Food Minimal Check List for Site Management

Y/N	Issues to Consider
	Does the focal point and support teams have a detailed list of the IDP Hosting Site residents aggregated by age and sex?
	Has the focal point and support teams had carried out a need assessment?
	Does the assessment follow the guidance identified on food assessment?
	Does the agency or the focal point and support teams taken into account the considerations for food distribution?
	Is there a complaints or feedback mechanism in place?
	Is cooking made collectively or individually?
	Are the residents aware of the risks that might accompany cooking inside or outside the IDP Hosting Site as collective cooking or individual cooking?
	Are there safety training delivered for residents?
	Are there safety and first aids tools available for emergency incidents?
	Are the residents involved in the solutions for any incidents that might arise due to cooking issues?

11. Non-Food Item Distribution

11.1 Distribution of Non-food Items

Selecting NFIs
The Shelter / NFI / CCCM cluster and local authority generally assume the lead and prepare a list of recommended non-food items to be distributed to residents. The specific selection of NFIs shall be done in consultation with various groups within the IDP Hosting Site or spontaneous site, including women, men, boys and girls, the disabled and elderly as this will take specific needs into consideration especially with long term displacements.

Developing NFIs Packages
While developing NFIs packages, the Shelter / NFI / CCCM cluster has taken certain considerations into account such as protracted displacement, location, whether, food distribution and return. And all of that impact the type of NFIs required.
Humanitarian actors and authorities has to take the following considerations regarding NFIs packages.

Situation	Consideration
Protracted displacement	For long-term displacement scenarios the situation changes, as the need for semi -permanent living conditions arises. Thus, NFIs will require replacement on case by case basis.
Season	Additional blankets may be required in winter. Moreover, winter NFIs are ideal for the protracted displacements as it includes clothing. Moreover, strengthening shelter also is good especially for spontaneous sites.
Food distribution	The type of food distributed should also be considered in developing the NFI package. For example, if flour for bread-making is distributed, ovens should be made available especially with protracted displacement; ready-to-eat meals do not require such equipment.
Location	Rural and urban settings may require specific NFIs. The distribution of NFIs may also be done somewhat differently e.g. in rural areas NFIs could be picked up by IDPs from the stores with possibility of making choices in selecting the items.
Return	As people begin to return home, certain considerations shall be taken including what additional NFIs they require, are the current NFIs still usable and enough to meet their needs for six months later. Additional support may granted to some if not all IDPs and return kits would be an ideal choice for them.
Standards of NFIs	It is important to ensure that implementers (private, government, I/NGOs) adhere to agreed NFI standards. Standardized kits and quality assure an equal level of response to all displaced. Moreover, criteria of selecting beneficiaries shall be made clear and transparent to all. This will help avoid inequality between the IDP Hosting Sites and spontaneous sites, as well as push and pull factors which could lead to secondary displacement.
Tracking NFIs distribution	Finally, it is important to have a system for tracking NFI distribution where the internal social climate is tense and characterized by internal struggles or grievances, as staff doing the distribution may be in danger of being accused of favoring one group of residents over another.

It is advised that in-kind distributions be replaced with more dignified modalities of non-food item provision. Moreover, IDPs shall be encouraged and included in skills development and vocational trainings leading to self-reliance at the displacement period and in future life.

NFI Check List for Site Management

Y/N	Issues to Consider
	Do residents of the IDP Hosting Sites have access to non-food items (this could include bringing the NFIs to the site or having access to cash/markets so they can purchase NFI)?

	Is the IDP Hosting Site focal point aware of the indicators related to non-food items for the purposes of monitoring?
	Has NFI need been fully integrated into the regular site monitoring tools?
	Is the focal point and support team aware of cluster standards related to NFI assessments and distribution, and are they familiar with the contents of NFI kits?
	Does the focal point and support team have the capacity to conduct NFI distributions? If not, do they know how to request additional capacity?
	Does the focal point and support team have a strategy for tracking distributions?

12. Shelter

12.1 Shelter: five-step assessment and intervention process

Adequate shelter solutions
Creating adequate shelter solutions within existing IDP Hosting Site structures is generally the most challenging aspect of achieving minimum standards for life in dignity within IDP Hosting Sites and this makes it more difficult in spontaneous sites where structures are not available.

Assessment and intervention process
Despite the varied characteristics of IDP Hosting Sites and Spontaneous sites around the world, shelter interventions, in principle, follow a five-step assessment and intervention logic:

Step #	Description
Step 1: Stability	IDP Hosting Sites must meet structural safety standards. Buildings & sites must not only meet requirements for stability in ordinary situations, but also in emergencies such as raining seasons, floods or other extreme conditions.
	The repair and improvement of structural deficits are usually very costly and time-consuming. In such cases, the question is whether repair is a reasonable option, or if the relocation of IDP Hosting Site residents to other IDP Hosting Sites or some other alternative solution would provide living space that is more structurally sound than the one the residents left behind. On the other side, strengthening shelter for SS is not expensive and it is easy for complicated displacement. However, they still unsafe especially at raining seasons and winter extreme conditions.
Step 2: "Sealing off" and insulation system	If the IDP Hosting Site structure is found to be stable, the second priority is normally "sealing off", which includes protecting individuals from the natural elements. Above all, a waterproof roof and good windows are critical as they allow the IDP Hosting Site to withstand all climate conditions. In colder areas arrangements for the proper winterization of IDP Hosting Sites are critical, while in

Step #	Description
	warmer areas natural ventilation is essential. In both cases, there should be adequate insulation with respect to available local materials and regional practice.
	If the IDP Hosting Site structure is found to be stable, the second priority is normally "sealing off", which includes protecting individuals from the natural elements. Above all, a waterproof roof and good windows are critical as they allow the IDP Hosting Site to withstand all climate conditions. In colder areas arrangements for the proper winterization of IDP Hosting Sites are critical, while in warmer areas natural ventilation is essential.
Step 3: Adaptation, repair and rehabilitation	At the same time that efforts to seal off an IDP Hosting Site are undertaken, basic or more elaborate adaptation or repair works may also be started. As residents adapt to different types or ways of heating their space or cooking, special attention should be paid to the safety of the IDP Hosting Site from possible fire hazards. Many of the IDP Hosting Sites could be multi-story buildings and could not be adapted to the needs of the residents. Special attention should be given to the construction of ramps. Neglect of IDPs on safety measures poses risks to residents especially in spontaneous settlements possibly leading to lose of their lives.
Step 4: Ongoing care and maintenance	Regular maintenance and repair works are imperative to prevent a reduction in the safety, health or quality of life of the residents, as well as the degradation of the building fabric, including structural damage. IDP Hosting Site maintenance is a primary responsibility of the IDP Hosting Site focal point, support team and IDPs. IDP Hosting Site residents may, however, assume a critical role in performing these tasks. IDP Hosting Site internal coordination mechanisms and small incentives may encourage IDP Hosting Site residents to take better care of the building they live in.
Step 5: Security and safety during repair	The security and safety of the structural repair should be considered first priority and the center should not be used while it is being repaired, as this will put the lives of the inhabitants at risk (lives have been lost where this requirement has not been properly observed). For spontaneous sites, IDPs with committees and the cluster shall make sure that the structures where they are living in, do not pose any risks to residents especially little children and they are resistant to natural factors/elements e.g. rain, floods and storms.

12.2 Shelter standards

Step #	Description
Shelter Minimum Standards	A crucial aspect of shelter interventions are standards for the amount of living space per person and other physical characteristics. Currently, no comprehensive internationally agreed standards exist specifically for IDP Hosting Sites. IDP Hosting Site standards vary significantly according to cultural norms, the duration of use of the IDP Hosting Sites, and national standards. However, internationally, there is no International minimum standards, such as those set out by Sphere and in the *UNHCR Handbook for Emergencies*, are generally only adhered to during immediate crisis situations. Over time, standards go up as IDP Hosting Site residents attempt to create more or less normal living conditions. The complexity of the issue of changing standards often leads to unclear or inconclusive standards. This becomes worse when talking about SS where people are squeezed in a very tight and relevantly small tent or room made of plastic sheet and some stones or blocks.
Setting and meeting standards	The Shelter / NFI / CCCM cluster and the local authorities have primary responsibility for setting appropriate standards, and it is the responsibility of site coordination support teams to ensure that those standards are implemented throughout the use of the IDP Hosting Site. Close attention must be paid to the dynamics of shelter needs over extended periods of displacement, as well as to the impact of incoherent or inconsistently applied standards and, ultimately, on IDP Hosting Site residents. Furthermore, population growth needs to be taken into consideration in protracted displacement. Therefore, a space shall be left for the family expansion. Standards should not only address the question of living space per person or family, but also give guidance on a number of other issues, such as privacy, dignity, safety, social practices and the provision and maintenance of shared resources, including water and sanitation facilities, cooking, food distribution, etc. Residents should be involved in deciding on these issues. Decisions about how to apply standards in particular cases are complex, but must be agreed on and adhered to by stakeholders when carrying out repairs and strengthening shelter.

Structural specifications are the responsibility of the technical working group to develop.

Y/N	Issues to Consider
	Do residents of the IDP Hosting Sites have access to additional shelter materials (this could include bringing the additional shelter materials, e.g. plastic sheets, to the site or having access to cash/markets so they can purchase additional shelter materials)?

	Is the IDP Hosting Site Focal point aware of the indicators related to shelter need (e.g. that every person has at least 3.5m2 of covered floor area) for the purpose of monitoring?
	Has shelter need been fully integrated into the regular site monitoring tools?
	Has an initial shelter assessment (at the beginning of the CC intervention) been conducted to identify any issues or areas in need of repair?
	Does the CCM have the tools and capacity to conduct more in-depth shelter assessments as needed? If not, does the CCM know how to access such capacity?
	Does the CCM have the tools and capacity to do ongoing repair and maintenance? If not, does the CCM know how to access such capacity?

13. Water, Sanitation and Hygiene (WASH)

WASH conditions in IDP Hosting Sites in Yemen

If WASH facilities exist, these are regularly not connected to the water network as unfinished buildings or vacated buildings are largely hosting IDPs.

In specific cases of schools, these may be connected to existing water networks however most often rehabilitations or additional construction is required to meet the needs of the new residents. In either case, the most feasible solution may be to install water tanks filled to ensure water is supplied even if the network is damaged and no longer providing adequate water supply. Water trucking is an intermediary solution that can help to ensure the residents have enough clean water for washing and cooking however extremely unsustainable thus undesirable.

In the majority of situations, adequate sanitation facilities do not exist or have been damaged due to conflict or neglect. This requires rehabilitation or construction of existing or new facilities. Temporary upgrades can be provided at a minimal cost and can involve the new residents in cash for work programs to help not only provide proper facilities but also short term livelihood opportunities for the new residents. When new residents arrive in IDP Hosting Sites it is often the case that water storage can be a major concern. An initial distribution of hygiene kits and jerry cans, accompanied with a hygiene promotion training, inclusive of water storage techniques can provide a temporary solution to this issue.

Typical WASH response

The most often proposed response to meet WASH needs of residents is that authorities or humanitarian community to contract necessary rehabilitations. This can be accompanied by cash for work schemes with basic work such as digging of pit latrines and privacy wall construction being done while more skilled aspects such as piping and water network activities being completed by the contractor. The most basic response required is to ensure that any pre-existing facilities are brought up to a working standard as quickly as possible. If this is not feasible, emergency pit latrines can be constructed to ensure excreta is disposed of in a safe and sanitary manner.

Arrangements with landlords and local authorities

Agreements for any type of rehabilitation or construction must be coordinated before any work commences. Recent experience shows that most landlords are very welcome to rehabilitations on their buildings as it increases their value in the future. A key point in making these agreements is to ensure that new residents are allowed to stay for a set period of time and without paying rental fees. Concerns are noted regarding the possibility of cases in which if a building (structurally or WASH wise) is rehabilitated, the property owner will evict the current residents in order to find those who are willing to pay rent. These areas of potential tension can be easily stymied by having signed agreements in place with the landlord/building ownership and the organization involved in the rehabilitation. Residents of the building are also encouraged to be a part of this agreement signing process wherever possible.

Lessons Learned from WASH rehabilitations

If WASH rehabilitations do not meet privacy standards of people living in the IDP Hosting Sites, then they will often take to open defecation in order to afford themselves privacy. This must be taken into consideration when constructing WASH rehabilitations to ensure that they will in fact be used by the residents of the IDP Hosting Site. Proper cleaning supplies must also be provided in order to maintain clean and safe WASH facilities. This responsibility will fall on the WASH committees, which often have a specific group that addresses latrines and sanitation stations in the IDP Hosting Site. Again, adequate hygiene promotion training must be supplied to the committees to ensure the longevity and sustainability of the WASH rehabilitations.

WASH standards and cultural norms in IDP Hosting Site

Cultural norms are a major consideration to take into any rehabilitation context, especially in Yemen. Women and men must have separated latrines, and ideally they are on separate ends of the IDP Hosting Site to ensure maximum privacy for females. This is the same for all WASH facilities including laundry facilities and hand washing stations, again, to ensure privacy for women in any and all WASH contexts. At a minimum, privacy curtains must be installed while ideally locking doors will be in place to ensure maximum privacy.

Basic water needs for people in an emergency situation for drinking, hygiene and cooking is 15L per day per person. Typically, when these needs are not met, people first reduce the water they use for hygiene practices, as their basic survival of course depends on drinking and eating. However, when hygiene practices are neglected, the spread of disease is often quick to follow. The capacity of water tanks for communities should be based off of this number multiplied by the number of people in the community. This is where the value of a good assessment and beneficiary count is absolutely necessary to ensure the water needs are met for the whole community.

Septic tanks should be placed behind buildings and on a downward slope away from the community when possible. When latrines are built separate from buildings – as is often the case in a situation like Yemen – they should be no more than 50 meters away from the building to ensure safety and ease of access to the residents involved. Cesspits should be dug to a minimum of 2 meters and in an emergency context, portable latrines should be moved periodically to ensure there is no back up in the cesspits. Materials should also be

provided to the WASH committees with proper training on how and when to use these items in the event of a clogged latrine or back up occurs.

Sustainability

There are a number of ways in which to ensure sustainability of a WASH rehabilitation that cost little to no money and can ensure a lasting impact from the completed work. The most basic way is to establish a WASH committee that is responsible for overseeing the rehabilitated WASH structure or items. This can help ensure that people use the resources in a proper manner (for example how to properly use a hand pump to ensure longevity of the pumping mechanism itself) and also to report or discuss if or when the rehabilitated structure stops working. Another measure that can be taken is to train certain members of the community on basic repair techniques for common breakdowns in a water network system. This can run from hand pump repair, to knowing how and where to find clogs or stoppages in a larger piped network system. Basic plumbing skills training can go a long way to ensure that a rehabilitated system stays working for a long period of time.

WASH Minimal Check List for Site Management

Y/N	Issues to Consider
	Are WASH services available for residents of the IDP Hosting Site / site?
	Do the WASH facilities function well or do they need to be rehabilitated?
	Are the WASH facilities adequate?
	Do the residents of the IDP Hosting Site have initial distribution of Hygiene kits and jerry cans?
	What type of response have been carried out in the IDP Hosting Site related to WASH?
	Does the CCM make the required arrangements with the landlords or the local authorities in terms of WASH response?
	Are there adequate trainings on hygiene promotion for residents of IDP Hosting Site and host community?
	Have the WASH standards and cultural norms considered with the residents?
	Is the formed WASH committees functioning and doing its responsibilities?
	Does the WASH committee in the center utilize the existing local resources in providing WASH services within their center?

14. Health - Check List for Site Management

Y/N	Issues to Consider
	Do the residents of the IDP Hosting Site have access to health facilities (i.e. mobile health clinics)?
	Do the residents of the IDP Hosting Site have access to medicine?
	Has the IDP Hosting Site Focal point established a system to monitor health needs and services available?
	If these are public health facilities, is their capacity to service both the inhabitants of the IDP Hosting Site and host community overstretched?
	If so, has the IDP Hosting Site Focal point advocated with the authorities and humanitarian service providers to establish temporary health facilities
	Is the IDP Hosting Site Focal point aware of the standards related to Health needs for the purpose of monitoring?
	In case the center is overcrowded, has access to adequate water and sanitation facilities and hygiene promotion been ensured so that health issues/epidemics do not appear? Have the IDP Hosting Site Focal point advocated with the authorities and humanitarian service providers to this respect?
	Has the IDP Hosting Site Focal point advocated with the authorities and humanitarian service providers to support the community with necessary vaccinations, access to services of HIV prevention, pregnancy, maternal and newborn health, prevention of and response to violence?
	Is there a dedicated safe place for women and girls to change and wash themselves? If so, does the location ensure dignity
	Has the CCM advocated for the establishment of adequate washing facilities, including those for clothes and linens?
	Has the CCM advocated for and monitored inhabitants with mental health issues having equal access to services?
	Has the CCM advocated for and monitored the existence of education in mental health facilities for the entire inhabiting community so that stigma is avoided?
	Has the CCM advocated for and monitored the existence of psychological first aid services?
	Has the CCM advocated for and monitored community mobilization, recreational, socializing and vocational activities being in place regularly?

15. Education

15.1 Education rights

Access to safe and quality education for all people affected by displacement is a basic human right and an essential protection measure. The IDP Hosting Site focal point and support team should work with the local education authority and relevant education sector groups/clusters to ensure that the educational rights of IDP Hosting Site residents and host communities are met. Where schools or other learning facilities are being used as IDP Hosting Sites, precautions should be taken to mitigate the disruption caused for learners and the education system in the short and long term.

15.2 Avoiding local tensions from using education facilities as IDP Hosting Sites

- If an educational building is used as a IDP Hosting Site, there should be guarantees that an alternative space for the school will be found, and that the school building will be in a reasonable state when it is returned to its intended use. Wherever possible, an opportunity to improve the building or surrounding area should be taken, for example, by extending and improving sanitary provision, reinforcing structures or improving playgrounds.
- Finding a way to compensate the educational community with tangible benefits will help to mitigate bad feelings and potential conflict.
- Deadlines for returning the educational establishment to its original function must be established at the outset and fulfilled as far as possible. Efforts should be made to prevent entire families from living indefinitely in the school long after the crisis occurred.

Where possible, the education community should be involved in the administration of a school occupied as a IDP Hosting Site. Education actors can work with the IDP Hosting Site Focal point to provide activities to improve the quality of life of Center residents. These kinds of activities can be psychosocially beneficial for both host and displaced communities.

15.3 General remarks regarding education

Analysis
An assessment of the number of out-of-school children and youths in host and displaced communities should be undertaken with the involvement of key stakeholders from both communities. Data must be sex- and age- disaggregated.

Analyze the education provisions available – are there opportunities for Center residents to attend local schools? Is it necessary to establish a learning space near or in the IDP Hosting Site? Will children and youths from the host community also be attending the temporary learning space? Is it there any issues hindering children from having access to education (i.e. Parents of the child does not have national identification documents for the enrolment process, children lacking access to previous school certificates due to the displacement, inability to afford the school fees)?

<u>Access and learning environment</u>

- Where Center residents and learners from the host community are able to attend local schools, work to ensure that access routes are safe and accessible, availability of transport especially for vulnerable groups such as girls and disabled learners, and that documentation requirements (identity papers, school reports) and school fees are not barriers to enrolment
- Where learning spaces are established, the location should be safe and protective. Adequate quantities of safe water and sanitation facilities are essential for personal hygiene and protection, and the provision of other services such as school-based health and nutrition services should be considered.
- The physical and emotional needs of learners can be addressed through efforts to ensure that the learning environment is free from sources of harm to learners, and that teachers and other education personnel are provided with the skills they need to create a supportive learning environment, including regular routines and interaction with peers and caring adults.

<u>Teaching and learning</u>

- Education can serve as an opportunity to convey key life-saving information relevant to protection, well-being and safety needs, such as hygiene or landmine awareness messages.
- Where learning spaces are established, using the curriculum and materials of the displaced population, in the language of the learners and teachers, is usually preferable, especially in the early years of learning.
- Consider working with local schools to provide accelerated learning programs or catch-up classes if substantial time has been lost.
- Establishing safe learning spaces in close coordination with education offices in the area and these spaces can organize adult and out of school illiteracy programs by volunteers from the IDP Hosting Site itself, host community or from the Illiteracy Eradication Department at the District Education Office in same area.

<u>Education policy and coordination</u>

- Where necessary, work with local education authorities to transition learners from temporary spaces to local schools; this includes efforts to ensure that policies promote access to flexible learning opportunities.
- Work with education authorities to ensure that learners will receive certification/recognition for the work completed while displaced.

16.   IDP Hosting Site closure

Key messages

- Durable solutions plans for residents of a IDP Hosting Site must be considered from the time the IDP Hosting Site is set up.
- Durable solutions to displacement upon closure of IDP Hosting Sites include the creation of new settlements, rehabilitation of IDPs damaged / destroyed houses in the areas of origin, compensation schemes for the purchase of housing, privatization of the IDP Hosting Site building and social housing for vulnerable IDP Hosting Site residents.
- Evictions are a legal possibility, but they do not necessarily worsen the life of IDP Hosting Site residents.

Planning for closure of the IDP Hosting Site

IDP Hosting Site closure may result from the end of an emergency situation, which allows IDP Hosting Site residents to return to their homes and benefit from early recovery efforts. In other situations, IDP Hosting Site closure may come about due to the eviction of residents, or durable solutions such as the local integration of residents into the host community.

In case the IDP Hosting Site inhabitants are to be relocated, please refer to the relocation section of this guidelines. In Yemen, a large proportion of IDP Hosting Sites are public facilities utilized to house IDPs for a limited period of time. In such cases, following relocation, those responsible for the management of the IDP Hosting Site will be required to make necessary arrangements for the refurbishing of the space utilized. In case the IDP Hosting Site was part of a school, the managing committee will be responsible to ensure that those (Authorities, UN agencies, NGOs) facilitating the IDPs relocation, will also support with minor upgrades to the used facility in order for it to be returned to the management of the school as it was previously of it being inhabited. Previous communication and coordination between the IDP community, the international humanitarian organizations and, the Authorities and the school management is required to determine such work. This action is necessary to ensure that the public facility is handed back in good conditions for host community use. In all cases, a dedicated committee formed by the IDP community, Authorities, UN agencies and NGOs is strongly recommended to be formed to ensure all details of well communicated in all needed directions.

16.1 Eviction

In Yemen, in most cases evictions take place due to:

- Return of the building to its former use (e.g. as schools or health facilities).
- Lack of recognition by the owner of the facility or local authorities (e.g. self-settled IDP Hosting Sites)
- Security risks (e.g. the IDP Hosting Site is determined to be in an unsafe location)
- Severe tension between the IDPs and the host community

In such cases, the requirement that the situation of IDP Hosting Site residents must not be worsened and must be respected. The new living conditions for the IDP Hosting Site's former residents must either be equivalent to or higher than the standards that had prevailed in the closed-down IDP Hosting Site. In order to secure this basic requirement, close monitoring of the IDP Hosting Sites is necessary. Advocacy is needed and technical support to the body responsible for carrying out the closure of the IDP Hosting Site.

Above all, IDP Hosting Site residents must be informed about the situation at the time the decision to vacate the IDP Hosting Site is made. They must not be deprived of their right to actively participate in the decision-making and implementation process. Forced evictions and the fear of "being left alone on the street" often engender resistance to any flexibility.

Active advocacy on behalf of affected residents, information provision and guarantees regarding the rights of residents, and awareness-raising among both authorities and residents are all helpful in ensuring minimum standards for IDP Hosting Site closure.

Moving towards durable solutions

The identification of an appropriate durable solution is a process that requires the full participation of all actors and the IDP Hosting Site residents. With regard to durable solutions for IDP Hosting Site residents, as for all displaced, the three primary options for any form of displacement apply: sustainable return, sustainable resettlement/relocation, or sustainable local integration within host community. In the process of achieving durable solutions, the status of the IDP Hosting Site building and its use as a IDP Hosting Site may be terminated. When this status ends, one of three situations generally occurs: the building may be vacated by its residents; it may continue to be used by its residents; or its use may be left undecided.

Closure Minimal Check List for Site Management

Y/N	Issues to Consider
	Have all IDPs been informed of their post-closure options and have access to the durable solution of their choice?
	Have the roles and responsibilities in relation to the closure (i.e. for the focal point and support teams, implementing organizations, authorities, etc.) been clearly articulated and understood by all parties involved?
	Has the focal point and support teams clearly announced the closure date to both residents and the cluster coordination team?
	Have the focal point and support teams/implementing organizations established a means of transport for residents and has this been clearly communicated?
	If relevant, have the focal point and support teams/implementing organizations arranged for the distribution of kits of assistance and have residents been informed about what they will receive and when?
	If relevant, have all of the IDPs been provided with the administrative support that they require (travel documents, identity documents, etc.)?
	Have all the assets of the site been allocated/returned to the service providers or

	handed over to the relevant authorities?
	Have WASH facilities been decommissioned properly and latrine and garbage pits emptied?
	Have all the IDPs' possessions been removed from the IDP Hosting Site and has it been cleaned?
	Has a report on the IDP Hosting Site's closure and the final outcomes been shared with relevant stakeholders, including the authorities?

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