Overview

Ensuring dignity in displacement for protection of civilians (PoC) site residents, CCCM continued to provide a full suite of direct camp management and humanitarian partner coordination in Wau and Bentiu alongside Site Care and Maintenance in the Wau, Bentiu and Malakal PoCs. During the last year, IOM camp management team focused on inclusion, specifically for people with disabilities, and improved fire safety preparedness and fire risk reduction within PoC sites.

Accountability to affected populations stands at the core of CCCM programming. Through robust complaint and feedback mechanisms, IOM ensures internally displaced persons (IDPs) concerns are heard and addressed. Communication with communities activities allow for open, two-way communication between camp management and residents, and consistent partner coordination mechanisms ensure quality service provision from the humanitarian community. Some 8,251 complaints were addressed through camp management complaint and feedback mechanisms in 2018.

Wau

Camp management continued to strengthen community governance structures and accountability measures by supporting the community to hold regular 6-month elections for block leaders, women’s leader and youth leaders in the PoCAA. Camp management has also started improving site access for persons with disabilities through infrastructure upgrades, in consultation with the community disability committee. This includes constructing frames and handrails for disabled people to use the latrines, improving footbridges by installing handrails and making them more accessible for wheelchair users and installing seats in bathing shelters. In areas outside the PoCAA, CCCM has launched the mobile response in the Agok site and Bazia roadside settlement in response to conflict-induced displacement. The team conduct regular visits to both sites to monitor service delivery, coordinate partner activities and work with community leadership to improve the site conditions. The camp management team constructed a football pitch in the PoCAA to enhance engagement with youth and address challenges with criminality.
Bentiu

To ensure accountability to affected population in 2018, IOM’s camp management team in Bentiu held over 145 meetings with different community structures including the Community High Committee (CHC), women’s committee, youth committee and Community Disability Committee (CDC) to discuss various challenges, gaps in service provision and strategize on strengthening coordination mechanisms. Similarly, the complaint feedback mechanism desks spread across the five sectors of the PoC attended to a total of 7,009 partner and service complaints in 2018, with a resolution rate of 100 percent. In addition, as part of ensuring the camp maintains its layout, the operation team in close collaboration with United Nations Police (UNPOL) and Relief, Reintegration and Protection (RRP), dismantled a total of 503 illegal structures constructed in non-designated areas especially in WASH corridors. Care and Maintenance teams have been working on completing the construction of the new CHC office, improvement of all food distribution structures and supporting road maintenance within the site for improved access. Camp management engaged youth in a variety of activities to contribute to sustainable peace building in South Sudan and implemented an inclusion project focusing on women and girls with disabilities to promote their participation in community activities.

Malakal

As the site planning agency, camp management engaged in routine site improvement activities within the PoC site, including drainage maintenance, road maintenance, flood water mitigation during the rainy season, reconfiguration of Sector 4 in collaboration with the camp management agency and improvements on the road leading to the liquid waste disposal site outside the site. Additionally, the site planning team repaired the docking area at the riverside to improve logistics handling capabilities (food, equipment and supplies), and conducted road repairs at the Ministry of Health in Malakal Town to ease access to the facilities. In collaboration with the United Nations Mission in South Sudan (UNMISS) engineering team, the site planning opened and maintained soil quarry to support maintenance works inside the PoC site, and all patrol roads inside and outside the UNMISS perimeter to enhance safety of civilians. Camp management also engaged protection and food security and livelihood partners and the community on infrastructural upgrades addressing people living with disabilities’ specific needs.

CCCMM Cluster

The CCCM cluster continued to promote, monitor and advocate for safe and non-discriminatory access to facilities and services by all the affected population. Furthermore, by implementing site maintenance activities, the CCCM cluster through its partners made sure that the overall safety and accessibility of targeted sites is improved and that particular attention given to ensure that people with special needs could access services made available. Support for the elderly, people with disabilities and the chronically ill made available through assistance provided by outreach workers helping directly, or casual labour who assist with these vulnerable groups when needed. Through CCCM Mobile Response, the cluster was able to guarantee that information on services and facilities is widely distributed throughout the sites in ways that do not rely on literacy, and that facilities are not located in unsafe areas within the sites.