



# Camp Coordination & Camp Management

## Cabo Delgado, northern Mozambique


UNHCR’s CCCM response aims at ensuring a **safe** and **dignified environment** for displaced and host communities. In close coordination with **local authorities**, **UNHCR** and **partners** Association for Volunteers in International Service (AVSI) and Solidarites International (SI) provide support in delivering **site management** interventions in **Montepuez** and **Mueda**.

**Key CCCM activities** implemented in both districts across 12 sites include (i) **activation of Complaints and Feedback Mechanisms (CFM)**; (ii) mapping and strengthening **community structures** through the provision of site management and protection trainings; (iii) supporting **relocations of displaced families** to decongest overcrowded sites;


(iv) support **site-level coordination** of activities to facilitate service delivery; (v) support **site planning** and **site development activities**; and (vi) support **community-led initiatives** such as recreational events to enhance **social cohesion** and **peaceful co-existence** between displaced and host communities.

### KEY ACHIEVEMENTS


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**80,325** people provided with Site Management and Support services.




**545** families relocated to decongest targeted sites and facilitate the delivery of services




**326** Complaints and Requests received and being followed up through the Community Complaints and Feedback Mechanisms (CFM).




**139** government, partners staff and displaced and host community representatives trained.



**14** Community structures/ groups mapped and supported.



**12** Sites supported with CCCM Mechanisms in Montepuez and Mueda.



**6** Sites with active Complaint and Feedback Mechanisms (CFM) established.



**2** Community centres established.



CCCM training, Cabo Delgado ©UNHCR/Clara Seguro

**Site Management and Support services:** UNHCR partners deployed CCCM teams to support local authorities with site management activities.

**In Montepuez**, UNHCR and partner AVSI **handed over two community centres** to site management committees in Ntele and Nicuapa sites; **recruited and trained 25 community mobilizers** on site management and community participation aiming at enhancing service delivery; **mapped community structures** such as site governance committees; **supported recreational groups** in disseminating key messages on services available; and **activated Complaint and Feedback Mechanisms (CFM)** which includes static and mobile outreach teams who collect, handle and refer CFM cases at the site level.

**In Mueda**, UNHCR partner SI in close coordination with District Services for Planning and Infrastructure (SDPI) continued to support **relocation of displaced families** from Eduardo Mondlane to Nandimba IDP site, as part of the efforts to decongest the former which is currently overcrowded.

## Overview

The CCCM Cluster mapped **85 sites** hosting around **30 per cent<sup>1</sup>** of all IDPs in northern Mozambique, including **51 relocation sites** (also referred to as resettlement sites), **14 temporary settlements**, and **20 host community extensions**. Most sites are in remote locations with limited facilities posing significant challenges to displaced communities, particularly for vulnerable families. Displaced communities walk long distances to host community villages to access education and health services. Within IDP sites, there are challenges in accessing water and livelihoods opportunities, and community structures lack inclusion with limited or no representation of women and girls in decision-making. The lack of light poses additional risks, particularly for women and girls living in IDP sites.



Displaced family in Mueda District, Cabo Delgado. ©UNHCR/Martim Gray Pereira

**It is essential to provide lifesaving support to families forced to flee and host communities, access to services, and promote social cohesion and peaceful coexistence due to limited resources available and growing needs.**

**In Montepuez**, UNHCR and partner AVSI are responsible for site management in **Massingire, Nicuapa, Ntele**, relocation sites and **Campona** and **Marcuni** temporary sites, hosting **50,595<sup>1</sup>** IDPs altogether. In Mueda, UNHCR and partner SI scaled up CCCM activities in **Eduardo Mondlane, Lyanda, and Nandimba** relocation sites, hosting **29,730<sup>2</sup>** IDPs. UNHCR and SI are rolling out CCCM interventions in **Mpeme**, which hosts **7,130<sup>2</sup>** IDPs. Due to unstable security, UNHCR and partners are unable to continue CCCM activities in the sites of **Namatil, Naschitenge** and **Negomano**, which host altogether **5,560<sup>2</sup>** IDPs.

## UNHCR's CCCM strategy



UNHCR assessing needs and monitoring impact of CCCM interventions in Mueda district, Cabo Delgado. Credit: ©UNHCR/Martim Gray Pereira






**Working closely with local authorities, partners, displaced and host communities is key to ensure safe and dignified site management, strengthen community participation, and reinforce site level coordination.**

- 1. Safe and dignified site management** through physical site planning and development and upgrading the existing site infrastructures (small scale) to improve the living conditions of displaced and host communities.
- 2. Strengthening community participation** through participatory approaches to ensure displaced communities play a central role in CCCM activities decision-making, and by establishing complaint and feedback mechanisms, community governance structures, and intentions surveys.
- 3. Reinforcing site-level coordination** together with the local authorities, partners, displaced persons, and host communities to ensure access to services and that communities are living above minimum standards and with dignity while displaced.

<sup>1</sup> Site Administration data -Govt.

4. **Capacity-building initiatives** on site management, coordination and protection targeting local authorities, partners, and displaced and host communities, including training for trainers to ensure long term impact.

## Gaps and Challenges

-  **Limited capacity of existing services** to assist displaced and host communities.
-  **Provision of additional farmland** for displaced communities to enable livelihoods activities and promote food security, while reducing dependency on humanitarian assistance and stimulating resilience.
-  **Reduced funding** available to scale up CCCM activities and service delivery.
-  **Volatile security situation and inability to access some hard-to-reach areas** with ongoing military operations in areas hosting forcibly displaced communities.
-  **Challenges in deploying international NGO staff** to Cabo Delgado related to visa/migration processes.



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