JIPS
Joint
IDP
Profiling
Service

CCCM CLUSTER
SUPPORTING DISPLACED COMMUNITIES

COMMUNITY PARTICIPATION WORKSHOP
SITTWE, 13 MARCH 2017

CONTEXT AND JUSTIFICATION

A camp profiling exercise in Sittwe Township (Central Rakhine, Myanmar), led by UNHCR and DRC, coordinated by a Technical Working Group (TWIG) consisting of UNHCR, DRC, LWF, NRC, UNOCHA, IOM, the Protection Working Group, IRC, Plan International and Relief International was set up with support of the Joint IDP Profiling Service (JIPS). The profiling exercise aims to provide an evidence-base to inform a comprehensive response and the search for solutions to the displacement situation.

Data collection through a household survey took place between November 2016 and March 2017 and the collaborative analysis of the household survey data as well as the reporting and validation stages are planned for March to May 2017. In order to avoid creating 'assessment fatigue' with camp populations, feedback results of profiling exercises is key, by paying attention to not creating risks for vulnerable groups ('do no harm' principle) and by reporting on findings in an appropriate and safe way.

OBJECTIVES AND EXPECTED RESULTS

General objective

The general objective of the community participation workshop is to understand the community participation context of the relevant camp populations in order to identify best possible ways to feedback results of the profiling exercise to the population, as appropriate. The results of the workshop will be used to further ideate how profiling practitioners involved in the profiling exercise in Rakhine might be better equipped to improve the relevance of the profiling for the communities concerned, as part of the analysis and validation phase. See workshop agenda (Annex 1).

Specific objectives

More specifically, this entails:

- Consulting with community members by mapping out existing communication channels between the camp population and humanitarian agencies, including challenges and preferences
- Collectively brainstorm on different ways to:

- Allow participation of the community in the analysis and validation phase of the profiling exercise.
- Get feedback and safely soundboard these ideas with the community.

PARTICIPANTS AND RESPONSIBILITIES

The workshop took place Monday 13 March, 2017, at Baw Du Pha 1 camp. 19 participants - outreach workers/ field office assistants from DRC and LWF (and enumerators during the profiling exercise) - were selected from different camps and represented the community members. During the workshop, participants worked together in three groups.

The workshop was facilitated by JIPS and CCCM staff from Geneva, and CCCM staff from Sittwe.

SESSION 1: COMMUNICATION CHANNELS AND PREFERENCES

1. **Which communication channel is the community using to communicate with humanitarian organizations?**

Group-1

- Organizing regular camp level interagency meeting with service providers, camp management committee members and other camp based community groups such as youth group, women group, disability group, etc…
- Conducting mass information campaign to disseminate massages to community
- Advertise on notice boards/information boards
- Mobilizing to community with outreach workers, incentive workers and agencies' staff

Group-2

- Individual Consultation with camp management committees
- Individual consultation with camp management agencies
- Mobile communication for emergency communication and urgent matters
- Individual Consultation with agencies camp based staff and outreach workers
- Complain letters for confidential cases

Group-3

- Organizing camp level interagency meeting
- Information sharing with community
- Mobile communication for emergency case and urgent matters
- Reporting by IDP themselves about their issues
- Information boards
- Complain letters
- Outreach workers and field office assistants
- Social communication groups such camp women association

2. Has this changed over the past year and why?

Group -1

- The situation improved over past years because the information is shared with the community in a timely manner by service providers
- Improved collaboration between the community and humanitarian organizations but CMCs do not actively participate in some meetings

Group-2

- The situation improved over past years because of regular support by humanitarian agencies
- Easy access to mobile phones for affordable prices
- Having more understanding on agencies' procedures and mandate
- CMCs are improving in understanding their roles and responsibilities

Group -3

- The situation improved because of regular camp level interagency meetings and it gives more opportunities to share information in transparent ways
- Focus group discussion activities also help in improving communication between communities and humanitarian organizations
- Conducting recreational activities also help to improve communication between communities and humanitarian organization

3. Which of these channels are most/least trusted by the community and why?

Group -1

- Complaint letters
- Complaint Response Mechanism
- Focus group discussions

Group-2

- Individual consultation with camp management agencies (Most trusted to least trusted)
- Complaint letters for confidential cases
- Mobile communication
- Individual consultation with agencies' camp based staff and outreach workers
- Individual Consultation with camp management committees

Group-3

- Discussions in the meeting have more transparency (Most trusted to least trusted in order)
- Complaint letter (Complaint Response Mechanism)
- Individual consultation with field office assistant hired by agencies
- Group discussion

4. Are there groups in the community who have difficulties accessing information (why?)

Group-1

- Disabled people (Difficult to participate in community because of their physical condition)
- Elderly people (Depend on health situation)
- Women Groups (Cultural influence)
- Pregnant women (Cultural influence and Health condition)

Group -2

- Disabled people because of movement difficulties according to their physical condition to participate in community meetings
- Elderly people because of chronic health problem
- Pregnant women because of cultural influence and health issues

Group-3

- Women because of cultural influence
- People with disabilities because of chronic health condition and physical condition
- Children because of lack of participation in community meetings
- Pregnant women because of health condition and cultural influence

5. What are recommendations to improve communication between community and humanitarian organization?

Group-1

- The information should be disseminated to the community in timely manner before the activities take place
- Should organize regular meetings with camp management committees members once a month
- Should conduct capacity building activities for camp management committees
- To improve/increase community participation in providing humanitarian assistances

Group-2

- Conducting refresher capacity building activities on roles and responsibilities for camp management committees
- Hiring separate outreach workers by agencies to provide services for disabled people
- To have more discussions between CMCs and humanitarian organizations to improve mutual understanding

Group -3

- To conduct more mass information campaigns to disseminate massages to the community before activities
- To share clear information with CMCs, landowners, elderly people, children and disabled people
- Having regular consultation with IDPs about the activities
- To conduct more community awareness raising activities

SESSION 2: PARTICIPATION AND PROFILING

1. **What does the community know about the profiling exercises?**

Group-1

- Collecting population and house hold data
- Trying to understand the current situation of the families living inside the camp
- Focus Group Discussion with communities

Group-2

- Displaced IDP survey
- Joint IDP Profiling services
- Enumeration Exercises, Household survey and focus group discussion

Group-3

- The exercises that try to understand the needs of community living in the camps conducted by collaboration with CMAs such as DRC, LWF, NRC and UNHCR for providing humanitarian assistances.

2. **Which aspect of the profiling exercise needs the community more information on?**

Group-1

- To get the exact population living in camps including persons with specific needs
- To understand the services provision to community such as education, health and livelihood
- To understand the needs and expectation of community living in the camps.
- To share the information with other service providers after the exercise has been finalized

Group-2

- To share more information
- Document will be share with international community (Geneva)

Group-3

- The communities know that the profiling exercise has been finished but no assistance related to this exercise has arrived yet.
- To share the information related to the situation of health services, education, job opportunities and transportation.

3. **How would the community like to receive this information? Which communication channel?**

Group-1

- The community would like to get the information through mass campaigns

- By discussing in focus group discussions
- To conduct household visit to share the information by agencies staff

Group-2

- The community like to receive the information from the meeting with CMCs and by conducting FGDs with community

Group-3

- The community would like to receive the information by advertising on information boards

4. **What are the communities' expectations from the profiling?**

Group-1

- To provide NFI assistance depending on needs
- To repair and do maintenance of shelters
- To get food rations for unregistered IDPs
- To go back to places of origin
- To get access to livelihoods
- To get proper health and education services

Group-2

- To have durable solutions
- To get humanitarian assistance
- Return back to places of origin

Group -3

- Communities' expectation are NFI assistance, health services, shelter, livelihood opportunities and returning back to places of origin

5. **How would the community like to provide feedback to humanitarian agencies? Which communication channel?**

Group-1

- To share the information by CMAs to communities
- To share the information to communities through CRM focal points
- By conducting focus group discussions
- To share the information at camp level interagency meetings

Group-2

- To have two way communication

- To arrange meetings with community groups
- By mobile communication

Group-3

- To share and inform the communities by conducting household visits
- To conduct more community consultation exercises between agencies and camp communities by conducting FGDs and awareness raising activities

6. **What are your recommendations to make it happen?**

Group-1

- To organize regular CCCM meetings with CMCs
- To conduct focus group discussions

Group-2

- To conduct more community participatory consultations between community groups such as CMCs, etc.. and agencies

Group-3

- To organize more regular meeting with CMCs
- To have information notice boards
- To conduct more FGDs with camp community groups
- To have NFI distributions depending on the needs of IDPs

7. **How do we ensure those recommendations also apply to the most vulnerable populations?**

Group-1

- To disseminate the messages and information by agencies' staff to communities
- To have more community consultation by conducting focus group discussions

Group-2

- To share the information to vulnerable populations by conducting FGDs, consultation with CMCs, conducting mass information campaigns, to advertise on information notice boards.

Group-3

- To conduct regular monitoring visits by CMA staff
- To have formal meetings with different groups within the camps (CMCs, women's group, disabled people, youth groups…)
- CMAs to share clear information with community

ANNEX 1: WORKSHOP AGENDA

#	Session	Session objectives/description:
1	**Opening and introductions** *9:00- 09:30* *(30 minutes)*	• Welcoming of participants, and opening of the workshop. • Presentation of the objectives of the workshop and how this feeds into the final phase of the profiling exercise • The agenda of the workshop
2	**Break out groups to map existing communication channels and preferences** *09:30 - 11:00* *(1.5 hour)*	Working sessions in different groups: The participants will break out in groups. Aim is to discuss and map existing communication channels, including challenges and preferences in relation to communication with humanitarian organizations: ▪ Step 1: Which channels of communication is the community currently using to communicate with humanitarian organizations? (participants add all channels to flipchart) ▪ Step 2: Has this changed over the past year and how? (participants add on flipchart) ▪ Step 3: Which channels does the community trust/ prefer most? And least? And why? (participants rate channels on flipchart) ▪ Step 4: Are there groups in the community who have more difficulty in accessing information and why? (participants add groups to channels on flipchart) ▪ Step 5: Recommendations to improve ways of communicating? (participants add to flipchart) Presentation of group work
	Break *11:00 - 11:15* *(15 minutes)*	Break
3	**Break out groups to brainstorm concrete methods** *11:15 - 12:15*	The participants will break out in groups. Aim is to ideate concrete methods for involving community in analysis and validation phase of profiling exercise: ▪ Step 1: What does the community know about the profiling exercise? ▪ Step 2: What about the profiling (from now on) needs the community more info on ?) (participants add topics to flipchart) ▪ Step 3: How does the community like to receive this information? (participants add communication channels by topic to flipchart)

	(1 hour)	▪ Step 4: What are the expectations from the profiling exercise? How would the community like to communicate feedback to humanitarian agencies? (participants add communication channels per idea to flipchart) ▪ Step 5: How would the community like to provide feedback to humanitarian agencies? Which communication channel? ▪ Step 6: What are your recommendations to make this happen? (participants to add to flipchart) ▪ Step 7: How can we ensure that those recommendations are applied to most vulnerable population (participants add groups to channels on flipchart)
4	**Wrap up** *12:15 - 12:30* *(15 minutes)*	Wrap up