EXECUTIVE SUMMARY

IOM CCCM supports NEMA and SEMA in the management of camps in Borno and Adamawa states. Through stationed CCCM teams and mobile CCCM teams, IOM is able to cover 113 sites in Borno and 21 in Adamawa. CCCM support activities include establishing committees and governance structures, facilitating site management meeting and coordination meetings, as well as ensuring care and maintenance to physical structures in the camps. Furthermore, empowerment and sustainable approaches are adhered to, through the capacity building of national staff, site facilitators and community outreach workers recruited from the IDP population.

106 Site level management meetings facilitated
144 WASH Committee meetings facilitated
393 Committee led activities
471 Hygiene promotion activities
330 Fire sensitization campaigns
133 Women committee meetings facilitated
107 Shelter committee meetings facilitated
102 Food committee meetings facilitated
73 Health Committee meetings facilitated
80 Education C’tee meetings facilitated
80 Youths Committee meetings facilitated
58 Training sessions on shelter maintenance and flood mitigation on camps.
17 On the job training sessions for site committees for WASH
81 Intercommittee meetings facilitated
8 Sessions of CCCM trainings to site committees

Cooperation meeting with partners and IDPs representatives at Anguwan Kara, Damare facilitated by IOM CCCM
RECEPTION CENTRES

Reception centres were set-up by IOM to improve the protective environment and assistance to newly arrived populations. Reception services to newly arrived displaced populations have been set up in Nganzai, Dikwa, Pulka, Rann and Bama. IOM is working with a wide range of partners who provide various assistance and services to the IDPS which range from NFIs, food assistance, protection and medical assistance among others. The table below shows a summary of populations assisted by IOM reception management teams over the reporting period.

<table>
<thead>
<tr>
<th>Location</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pulka</td>
<td>-</td>
<td>174</td>
<td>337</td>
<td>-</td>
<td>834</td>
<td>853</td>
</tr>
<tr>
<td>Dikwa</td>
<td>-</td>
<td>637</td>
<td>430</td>
<td>-</td>
<td>1,760</td>
<td>1,331</td>
</tr>
<tr>
<td>Bama</td>
<td>575</td>
<td>676</td>
<td>964</td>
<td>1,980</td>
<td>2,516</td>
<td>3,533</td>
</tr>
<tr>
<td>Gwoza</td>
<td>-</td>
<td>47</td>
<td>43</td>
<td>206</td>
<td>53</td>
<td>186</td>
</tr>
<tr>
<td>Nganzai</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Rann</td>
<td>-</td>
<td>-</td>
<td>40</td>
<td>-</td>
<td>-</td>
<td>268</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>575</strong></td>
<td><strong>1,537</strong></td>
<td><strong>1,774</strong></td>
<td><strong>2,168</strong></td>
<td><strong>5,163</strong></td>
<td><strong>6,171</strong></td>
</tr>
</tbody>
</table>

CHALLENGES AND ACTION TAKEN

1. Limited availability of land for shelter construction and farming is hindering the proper functionality of reception centres since IDPs are on average staying more than 1 month in the centres and hence congesting the reception points even further. Dikwa practically, IOM is assisting partners in providing emergency shelter kits to IDPs in the limited available proper land.

2. The provision of assistance and services is a challenge due to limited timely interventions caused by challenges in access, limited prepositioned interventions and high degree of needs. IOM is engaging the CCCM sector working group to ensure more partners are mobilized.

For more information contact: Mika Mugogo (CCCM Project Mgr.) mmugogo@iom.int +234 (0) 812 1565 300 | Fouad Diab (IOM Emergency Coord.) fdiab@iom.int +234 (0) 907 507 0001
The complaint and feedback mechanisms are part of the community engagement initiatives in sites supported and managed by IOM. The main objectives of the activities are to strengthen opportunities for participation within camps and establish an enhanced accountability to affected population framework in humanitarian operations.

**Complaints Mechanism:** is an approach that enables IOM to receive complaints directly from the displaced communities through established desks in accessible locations at the camp. The complaints are identified and registered through IOM’s case management system and tracked till cases are resolved and closed. The knowledge of the site facilitators on the ongoing and planned operations in the camp allows a direct avenue of communication with camp population so that to strengthen community engagement in humanitarian operations. In order to overcome the illiteracy barriers, IOM is deploying five voice recorders as an additional pilot tool for registering complaints.

**Feedback Mechanism:** assists organizations to evaluate the level of satisfaction of the displaced communities towards the services rendered. Therefore, providing information to agencies that could direct improvements in humanitarian assistance provided. The feedback mechanism is operational through the feedback boxes on site.

---

![Feedback Flowchart](image)

**Feedback Flowchart:**

1. **Inputting feedback through boxes**
2. **Collection of Feedback Forms**
3. **Recording and Tracking**
4. **Analysis and Referral**
5. **Response and/or Action**

---

For more information contact: Mika Mugogo (CCCM Project Mgr.) mmugogo@iom.int +234 (0) 812 1565 300 | Fouad Diab (IOM Emergency Coord.) fdiab@iom.int +234 (0) 907 507 0001
**SUCCESS STORY**

Yagana Modu Yeza, a 31 year old displaced person from Konduga and residing in Bale Galtimari camp, was in desperate need of NFI support (such as cooking pots, blankets and mats). At the time, she slept on the floor and depended on broken kitchen tools to support her family. On 19th June 2018, Yagana Modu attended IOM’s sensitization session on accessing complaints and feedback systems, after IOM set up a complaints desk and feedback boxes at the camp. A week after the sensitization campaign, she reported her household’s vulnerable circumstances at the camp’s complaints desk, expressing in particular her critical NFI needs. The site facilitator manning the desk referred the complaint to IOM’s NFI unit, and after further assessment, a full NFI kit (including a pot, blanket and mat) was issued to her. Yagana, her husband and their four children expressed satisfaction with the timely response, and are living in improved conditions at the Bale Baltimari Camp.

---

**Feedback Received via feedback boxes on site**

<table>
<thead>
<tr>
<th>Period</th>
<th>Feedback Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - February</td>
<td>6,562</td>
</tr>
<tr>
<td>March - April</td>
<td>2,302</td>
</tr>
<tr>
<td>May - June</td>
<td>4,891</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>13,755</strong></td>
</tr>
</tbody>
</table>

**Complaints received via complaints and information desks**

<table>
<thead>
<tr>
<th>Period</th>
<th>Total complaint</th>
<th>Closed complaint</th>
<th>Currently Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>9,374</td>
<td>788</td>
<td>8,586</td>
</tr>
<tr>
<td>June</td>
<td>1,835</td>
<td>683</td>
<td>1,152</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,209</strong></td>
<td><strong>1,471</strong></td>
<td><strong>9,738</strong></td>
</tr>
</tbody>
</table>

For more information contact: Mika Mugogo (CCCM Project Mgr.) mmugogo@iom.int +234 (0) 812 1565 300 | Fouad Diab (IOM Emergency Coord.) fdiab@iom.int +234 (0) 907 507 0001
CAMP CORDINATION AND CAMP MANAGEMENT

KEY ACHIEVEMENTS

1. Set up of community based fire stations.
2. Voluntary non paid participation across all sites.
3. Training of partners in CCCM in Gwoza, Ngala and Dikwa.
4. Kick starting out of camp CCCM activities.
5. Set up of complaints desks in most of the IDP sites and case management mechanisms.
6. Deep field coordination in locations like Nganzai.
7. Led in reinforcement of shelters with high degree of community participation in Banki, Bama and Pulka.

1. Further improvement in response time for complaints and feedback received from IDPs.
2. Set up of community outreach centres in Biu.
3. Speed up decongestion efforts in Dikwa, Rann and Ngala.
4. Finishing construction of reception facilities in Dikwa and Nganzai.
5. Improving multiple streams of feedback in IDP sites.
6. Securing partners who can commit to provide services in Reception Centres on a long term basis to prevent some gaps.

CHALLENGES

1. Slow response by partners to filling reported gaps in IDP sites.
2. Incessant fire outbreaks.
3. Attacks on IDP sites in Banki, Damboa, Rann and Damboa limit CCCM activities. Insecurity in locations like Nganzai, Damboa and Konduga also hampers intensity of operations.
4. Payment of incentives by some partners which affects morale in IDP participation.
5. Unavailability of resources and land for decongestion of some sites in Dikwa, Ngala and Monguno.
6. Vandalism of camp infrastructure increases high maintenance costs for camp infrastructure and demotivates partners from continuing to maintain the infrastructure.

PRIORITIES

1. Further improvement in response time for complaints and feedback received from IDPs.
2. Set up of community outreach centres in Biu.
3. Speed up decongestion efforts in Dikwa, Rann and Ngala.
4. Finishing construction of reception facilities in Dikwa and Nganzai.
5. Improving multiple streams of feedback in IDP sites.
6. Securing partners who can commit to provide services in Reception Centres on a long term basis to prevent some gaps.

For more information contact: Mika Mugogo (CCCM Project Mgr.) mmugogo@iom.int +234 (0) 812 1565 300 | Fouad Diab (IOM Emergency Coord.) fdiab@iom.int +234 (0) 907 507 0001
Sanitation at 20 Housing Unit Camp Gwoza with active participation of the IDPs

Sensitization on the Use of Fire Station at NRC Camp 1 & 2, Kaga.

Sensitization on the Use of the Feedback box at NRC Camp 1 & 2, Kaga

Flood Mitigation by IDPs and CCCM SFs at Anguwan Kara Camp in Girei L.G.A of Adamawa State

For more information contact: Mika Mugogo (CCCM Project Mgr.) mmugogo@iom.int +234 (0) 812 1565 300 | Fouad Diab (IOM Emergency Coord.) fdiab@iom.int +234 (0) 907 507 0001
L-R Bawagana Bukar and Yakaka Ibrahim are cousins with children living in one of the shelters in GSSSS Camps Bama recently damaged by heavy wind storm. However after channelling their complaints to CCCM Complaint Desk, the site maintenance committee re-forced their shelter. The picture above shows the state of the shelter before re-inforcement.

Camp Maintenance Committee: Active participation by Men and Women in the Re-inforcement of Shelters at GSSSS Camp Bama. The Committee successfully re-inforced 420 Shelters between April and June 2018. There are over 200 shelters that need re-inforcement pending the supply of Shelter re-inforcement kits.

Camp Maintenance Committee alongside Johnson Owoicho (IOM Focal Point at Bama) Re-inforcing Bawagana Bukar and Yakaka Ibrahim’s Shelter at GSSSS Camp

On completion we decided to take another photo and this time around, they are full of smiles.

For more information contact: Mika Mugogo (CCCM Project Mgr.) mmugogo@iom.int +234 (0) 812 1565 300 | Fouad Diab (IOM Emergency Coord.) fdiab@iom.int +234 (0) 907 507 0001
Special Feature Continued

WASH and Site Maintenance Committee after a successful sanitation exercise at GSSSS Camp Bama

Focus Group Discussion with Adolescent Girls at GSSSS Camp Bama

Sanitation at GSSSS Camp Bama

Sensitization on Personal Hygiene at GSSSS Camp Bama

Distribution of Sanitary pads at GSSSS Camp Bama

Sanitation at GSSSS Camp Bama

Sanitation at GSSSS Camp Bama

WASH and Site Maintenance Committee after a successful sanitation exercise at GSSSS Camp Bama
Nearly 80% of the displaced populations in North East Nigeria are outside camps. These are equally vulnerable like the populations that have sought refuge in camps. Out of camp populations have unique needs because of their context. IOM CCCM sector extended its support for the displaced population to out of camp IDPs to draw attention to the gaps and needs for these overlooked displaced populations. IOM is setting up and strengthening community governance structures among the IDPs and providing the relevant humanitarian trainings. Of note are the protection, women and youth committees which have been set up. IOM is using a community based approach whereby the needs of displaced population are addressed together in complementarity with those of the host population in a defined area of intervention. The approach is highly participatory using mostly mobile teams which conduct community outreach activities. For now only communities that have a population of over 4,000 individuals are targeted.

**OVERVIEW**

1. Key informant interviews were conducted with community leaders at Galdimari Ken – Ken, Dudja and Miringa wards in Biu LGA, Borno state. These obtained information on means through which IDP populations were receiving information as well as airing their views.

2. Participatory structures such as women, youth, and protection committees were formed in Biu and Maiduguri metropolis. Host communities were coopted into the participatory structures to reduce tension or competition over humanitarian services and assistance.

3. Women and youth committees at Dubai and Molai host communities in Maiduguri were trained on their roles and responsibilities.

4. Infrastructure maintenance gaps have been referred to relevant humanitarian partners who can provide support.

5. Some individual cases of Persons With Specific Needs and Extremely Vulnerable Individuals have been referred for assistance to relevant humanitarian organizations.

6. Sanitation and site maintenance tools such as wheel barrows, shovels and diggers were distributed at Molai, Musari, Dubai and Gongulong communities in Maiduguri to enable the communities to carry out basic site maintenance work by themselves.

**KEY ACHIEVEMENTS RECORDED IN SOME UDOC LOCATIONS IN BORNO STATE**

1. Key informant interviews were conducted with community leaders at Galdimari Ken – Ken, Dudja and Miringa wards in Biu LGA, Borno state. These obtained information on means through which IDP populations were receiving information as well as airing their views.

2. Participatory structures such as women, youth, and protection committees were formed in Biu and Maiduguri metropolis. Host communities were coopted into the participatory structures to reduce tension or competition over humanitarian services and assistance.

3. Women and youth committees at Dubai and Molai host communities in Maiduguri were trained on their roles and responsibilities.

4. Infrastructure maintenance gaps have been referred to relevant humanitarian partners who can provide support.

5. Some individual cases of Persons With Specific Needs and Extremely Vulnerable Individuals have been referred for assistance to relevant humanitarian organizations.

6. Sanitation and site maintenance tools such as wheel barrows, shovels and diggers were distributed at Molai, Musari, Dubai and Gongulong communities in Maiduguri to enable the communities to carry out basic site maintenance work by themselves.