

# CCCM HOUSING, LAND, AND PROPERTY TOOLKIT

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Collection of Guidance and Tools  
to addressing HLP rights and  
tenure security in CCCM responses

# CCCM HOUSING, LAND, AND PROPERTY TOOLKIT

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working in coordination with



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# ACRONYMS

CMA Camp Management Agency  
CCCM Camp Coordination and Camp Management  
CDC Community Disability Committee  
CWC Communications with Communities  
HLP Housing, Land, and Property Rights  
GBV Gender-Based Violence  
AOR Area of Responsibility  
AOG Armed Opposition Group  
IDP Internally Displaced Person  
LTPR Land Tenure and Property Rights Framework  
SOP Standard Operating Procedure  
WHH Women-Headed Household  
WPP Women’s Participation Project  
KASS Kabul Area Shelter and Settlement  
WGSS Washington Group Short Set  
WGQ Washington Group Questionnaire  
WCN Women’s Coordination Network  
RCCE Risk Communication and Community Engagement Activities  
IVR Interactive Voice Response

# INTRODUCTION

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## 1.1. TOOLKIT OVERVIEW

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The Camp Coordination and Camp Management (CCCM) Housing, Land, and Property (HLP) rights toolkit aims to provide a set of tools and resources for CCCM practitioners to address HLP and tenure security issues under eight main thematic areas that are relevant to CCCM programming. The toolkit provides contextual information for each tool and resource under the thematic area to link HLP and tenure security to CCCM and explain the relevance of the content in this toolkit. The toolkit provides guidance on addressing HLP and tenure security issues from the project planning phase through camp closure and transition phases, with an emphasis on thematic areas that are particularly relevant to CCCM and topics that affect vulnerable groups. The resources and tools provided draw upon cross-sectoral approaches to addressing HLP in displacement contexts to provide support to operational practitioners and improve inter-cluster and cross-sectoral coordination.

There are eight thematic areas covered in the toolkit: Due Diligence, Community Engagement and Participation, Women's Inclusion, Conflict Management and Mediation, Camp Closure and Transition, Urban Displacement, Eviction Response and Relocation, and Disability Inclusion, which have been identified as areas of needed training, tools, and guidance by the HLP taskforce, CCCM Cluster, and CCCM and HLP practitioners.

Each thematic area contains both resources, such as guidance notes and case studies, and tools, such as templates and checklists, and describes the context in which the resource or tool would be helpful, intended audience, a summary highlighting the points relevant to CCCM and HLP, and footnotes to locate this information in the linked documents. Additionally, links for further reading related to the thematic area are included at the end of each section.

# HOUSING, LAND AND PROPERTY RIGHTS & CCCM OVERVIEW

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## 2.1 HLP AND CCCM

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Housing, Land and Property rights (HLP) aims to ensure that people can stay where they have established themselves without fear of eviction or further displacement. This certainty is called “security of tenure.”

Possessing security of tenure means that occupants are legally protected from forced eviction, harassment and other threats, their rights to stay in a place are recognized and respected and there are viable pathways to seek justice if these rights are violated. A high level of security of tenure enables people affected by conflict, disaster and displacement to recover from their experiences, plan next steps, seek economic opportunities, and if desired, establish roots in a community and invest in their home or property. As described by the Committee on Economic, Social, and Cultural rights, tenure can take a variety of forms, including rental accommodations, lease agreements, cooperative and collective housing, emergency shelter, informal settlements and occupation of land or property.<sup>1</sup> Regardless of the type of tenure, all persons should have a degree of protection against forced eviction and harassment, including assurance of safety and access to essential services.

The context of displacement continues to evolve to include a diverse landscape of settlements, such as informal out-of-camp urban settlements, formal urban and rural settlements, and informal and formal collective centers. This has resulted in a wide range of HLP and tenure security needs and challenges. As such, CCCM practitioners are increasingly engaging with HLP and tenure security related issues, such as

spontaneous sites that occur on land with unclear ownership, threats of eviction and disputes over rights to natural resources. In any of these cases, security of tenure may be weak and IDPs are faced with the risk of re-displacement.

The ability for CCCM actors to carry out core CCCM activities, such as successfully selecting secure sites, providing services, facilitating access to water and agricultural land, and ensuring tenure security after camp or collective center closure or during transition is greatly dependent on the HLP and tenure security context in which they are operating. Practitioners must also be able to ensure that selected sites for planned camps or expanding IDP sites are unencumbered by claims from other parties and that they have the proper authorization to use the site. Furthermore, CCCM responses to preventing and addressing Gender Based Violence (GBV), child protection concerns and ensuring the provision of services to persons with disabilities can also be improved by addressing HLP and tenure security issues.

CCCM practitioners’ engagement with local communities and municipalities enables CCCM programming to support advocacy for equitable HLP and tenure security practices, build capacity within communities to peacefully resolve local HLP and tenure security-related disputes and support “know your rights” campaigns so communities and vulnerable groups know their pathways to seek justice for HLP rights violations and participate in alternative dispute resolutions.

For these reasons, along with an expressed need by the CCCM and Protection clusters for increased collaboration, this HLP CCCM toolkit has been developed to provide CCCM actors with resources and tools to address HLP-related issues and improve collaboration between the HLP and CCCM sectors.

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<sup>1</sup> Office of the High Commissioner for Human Rights -Committee on Economic, Social and Cultural Rights. (1991). General Comment Number on the right to adequate housing. <https://www.refworld.org/pdfid/47a7079a1.pdf>



# THEMATIC AREAS

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## 3.1 DUE DILIGENCE

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### 3.1.1 OVERVIEW

The protection of HLP rights requires the verification of land ownership, or rightful claims to housing, land or property, through an investigative due diligence process. In most contexts where humanitarians work, there is no reliable land registry to check and confirm who owns or has “rightful” claim the land (customarily or legally). Verifying who has use-rights or ownership, as recognized by the community, local governing body, or national government and which claims are most secure and widely recognized, is crucial to establishing IDP sites, collective and individual shelters, WASH facilities, and boreholes. It is also a key factor in trying to address disputes and negotiate peace. HLP is about information. In contexts where there is no reliable property registry, verifying tenure (or ownership) of a target property will depend on identifying alternative sources of information.

Conducting HLP due diligence is important for CCCM practitioners to effectively provide critical infrastructural support and services while protecting the HLP rights of landowners or rightsholders and reducing the likelihood that CCCM interventions result in or contribute to land or property disputes.<sup>1</sup> The due diligence process can also enable CCCM practitioners identify rights holders to natural resources and mitigate the environmental impact of CCCM projects.

CCCM practitioners encounter HLP issues in several scenarios: spontaneous sites occur on land that can be private, public or have unclear ownership or use rights. Therefore, when establishing planned camps or expanding IDP sites, CCCM practitioners must ensure that the land is available and unencumbered by claims from other parties. They must secure the land by properly identifying the owner or rightful tenant, verifying that there are no competing claims over it and obtaining the proper authorization to use it, under terms and conditions that are suitable for the establishment or expansion of the site.

Due diligence verification processes must be completed before interventions begin for the CCCM actor to determine if there is enough legal certainty for the selection of a site to carry out a project or determine if a new location is required.<sup>1</sup> Additionally, to prevent or mitigate risk of eviction, HLP disputes and violations, and plan for camp transition and closure, due diligence monitoring and analysis should occur throughout the program cycle. As stated by due diligence guidance prepared by the CCCM cluster, the due diligence process should focus on (1) Identifying rightful landowner(s) of the land and obtain consent prior to intervention, and (2) Providing the greatest degree of tenure security to beneficiaries feasible in the given context.<sup>1</sup> HLP due diligence processes is foundational component of CCCM site selection, site planning, camp or collective center transition and closure, and planning eviction responses.

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<sup>1</sup> CCCM Cluster. CCCM Interventions in Informal Sites in NW Syria HLP Due Diligence Guidance. (2019).

### 3.1.2 RESOURCE 1: GUIDANCE NOTE: HLP ISSUES IN INFORMAL SETTLEMENTS AND COLLECTIVE CENTERS

#### Context

This guidance note provides information on understanding of the HLP context in informal camps and settlements and collective centers with a focus on areas outside of government control. The guidance offers practical information and tools to humanitarian practitioners on how to address HLP issues for internally displaced persons specifically with regards to ownership and usage rights over land used for camps, informal settlements, and collective centres, rental and tenure arrangements between owners, local authorities and camp managers, and potential gatekeepers to HLP and camp service providers. The guidance note provides orientation for practitioners to operate in contexts of weak State authority and unclear tenure status. Provides specific information on understanding HLP context in collective centers, addressing issues, and conducting due diligence.

#### Summary

The guidance note provides a concise description of different types of camps, including planned, informal, and business-oriented camps, and a detailed description of Collective Centres. Includes Collective Centre Guidelines with a list of questions for practitioners to consider when preparing to work with collective Centers.<sup>1</sup>

Due diligence processes to understand the HLP context should include, amongst other factors, an analysis of stakeholders, history of land/building and current uses, current land/building usage arrangements, and system of land administration prior to disaster or conflict.<sup>2</sup> Types of stakeholders to consider could include local councils, religious groups, NGOs, host communities, IDPs, armed opposition groups (AOGs), and other interested actors.<sup>3</sup> Context of understanding history of land and land use is specific to Syria, however, key pieces of information to look for should include whether ownership is known, what kind of verification exists, how/if ownership has changed, and if there is ongoing or potential future conflict when there are no clear deeds to land and/or markets of fraudulent documentation exists.<sup>4</sup>

Five categories of HLP issues in informal settlements identified as: 1) Ownership and acquisition of land for camps, 2) Rental Agreements, 3) HLP and Water, Sanitation and Hygiene (WASH) interventions, 4) Rights relating to the ownership and use of tents; and 5) Gate-keeping and diversion risks.<sup>5</sup>

Most challenging aspect of collective centers is establishing rights for temporary-use of public buildings, with schools being the riskiest type of public building for eviction.<sup>6</sup> Guidance for obtaining agreements for longer periods of time, including establishing different conditions for different time periods is provided.<sup>7</sup>

#### Full Text

Not Publ

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<sup>1</sup> Norwegian Refugee Council (NRC). Guidance Note: HLP Issues in Informal Settlements and Collective Centers in Northern Syria. (2017), p. 7.

<sup>2</sup> NRC Guidance Note, p. 12.

<sup>3</sup> NRC Guidance Note, p. 12.

<sup>4</sup> NRC Guidance Note, p. 12.

<sup>5</sup> Norwegian Refugee Council (NRC). Guidance Note: HLP Issues in Informal Settlements and Collective Centers in Northern Syria. (2017), p. 15.

<sup>6</sup> NRC Guidance Note. P. 20.

<sup>7</sup> NRC Guidance Note Conclusions and Recommendations. P. 21-23.

### 3.1.3 RESOURCE 2: HUMANITARIAN SHELTER AND LAND RIGHTS IN SOUTH SUDAN DUE DILIGENCE GUIDELINES FOR SHELTER ACTORS

#### Context

The intended audience for these guidelines are shelter actors, managers, and implementers of shelter programs with identifying land rights in the South Sudanese context. However, the due diligence guidelines are also relevant for the CCCM sector. The guidelines are an adaptation of the 2013 “Land Rights and Shelter: The Due Diligence Standard” document adopted by the Global Shelter Cluster. The guidelines are the result of a field assessment carried out by IOM land experts that took place in May 2015 and included a three-week field visit to the South Sudanese states of Equatoria, Lakes, and Jonglei. The guidelines are intended for emergency shelter actors who support the construction of humanitarian shelters in South Sudan, covering two principal emergency shelter scenarios: Host Land and Allocated Land.<sup>1</sup>

#### Summary

The broad goal of the document is to assist shelter actors in South Sudan understand existing land rights over plots of land and to minimize the risk of shelter activities further contributing to land disputes. The guidelines also can help shelter actors apply the Global Shelter Cluster Due Diligence Standard<sup>2</sup> to help actors respond to issues of land rights as they emerge, or where there exists risk that land issues might emerge in shelter programming. As such, the document provides guidance that allows shelter actors to achieve legal certainty in land rights and reduce risk of tension and eviction, and operationalize the due diligence standard in emergency shelter programming.<sup>3</sup>

The guidelines are organized corresponding the four phases characterizing a shelter intervention according to the Due Diligence Standard.<sup>3</sup> Each phase or component of shelter intervention provides details on applicability by shelter scenario and provides a Checklist that may be useful for other shelter intervention contexts outside of South Sudan. The phases included in the guidance are as follows: 1) Preparedness and Planning,<sup>4</sup> 2) Before Shelter Activities,<sup>5</sup> 3) Implementation of Shelter Activities,<sup>6</sup> and 4) Evaluation.<sup>7</sup>

Most of the document is specific to South Sudan, but it provides guidance for areas characterized by conflict, communal land rights, and Host Land/Allocated Land contexts. The document also provides a detailed history on the key characteristics of the land rights situation in South Sudan, including legislation, customary land rights, gender issues, and history, as well as land issues in the context of the current conflict.<sup>8</sup>

In addition to the phased approach for shelter interventions according to the Due Diligence Standard, the document also provides additional information in the annexes. Annex 1 lists interview partners,<sup>9</sup> Annex 2 provides the Sudan-specific legal guidance,<sup>2</sup> and Annex 3 provides the institutional framework surrounding land issues in South Sudan,<sup>10</sup> Annex 4 provides a tool for “Actor Influence Mapping” to assist practitioners in understanding key actors and interrelationships in land issues and disputes.<sup>11</sup> Annex 5 provides Agreements and Standard Operating Procedures (SOPs) templates and examples for land and shelter agreements.<sup>12</sup>

#### Full Text

[Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors](#)

### 3.1.4 RESOURCE 3: HOUSING, LAND AND PROPERTY RIGHTS (HLP) IN SHELTER – DUE DILIGENCE GUIDELINES

<sup>1</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.4.

<sup>2</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.5.

<sup>3</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.6.

<sup>4</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.11.

<sup>5</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.16.

<sup>6</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.21.

<sup>7</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.25.

<sup>8</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.7-9.

<sup>9</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.30.

<sup>10</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.33.

<sup>11</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.36.

<sup>12</sup> Humanitarian Shelter and Land Rights in South Sudan Due Diligence Guidelines for Shelter Actors. Shelter Cluster South Sudan. (2015). P.39.

## Context

The Protection Cluster’s Due Diligence Guidelines for HLP provides step-by-step guidance on engaging with HLP from the preparatory phase of a project through implementation and evaluation. While focused on the context of shelter in Iraq, it provides guidance on engaging with HLP from the beginning and sustaining engagement through the life of a project. The guidelines are a useful resource for planning how to conduct due diligence for HLP in every stage of a project and the proposed questions to consider when analyzing an HLP context and stakeholders to engage have cross-sectoral relevance.

## Summary

The guidelines categorize project planning into five phases: Preparation, Planning, Pre-Implementation, Implementation, Evaluation, and Feedback Mechanism, with step-by-step guidance on how to engage with HLP, key questions to consider, and what kinds of stakeholders should be engaged at each phase. This includes guidance on informing local authorities, raising awareness within the community, and how to address situations with widespread missing and destroyed documents.<sup>1</sup>

The guidelines offer a checklist that sets out the main factors that should be considered when entering a use agreement during the pre-implementation phase of a project.<sup>2</sup> Additionally, guidance is provided for establishing an evaluation and feedback mechanism to ensure accountability of those engaging with HLP, examples of possible types of channels, and mutual benefit of evaluation and feedback mechanisms for beneficiaries and practitioners.<sup>3</sup>

## Full Text

[HLP in Shelter Due Diligence](#)

### 3.1.5 RESOURCE 4: GUIDANCE NOTE: HLP AND NATURAL RESOURCE DUE DILIGENCE IN NRC

## Context

The target audience for this guidance note prepared by the Norwegian Refugee Council are Camp Coordination and Thematic Specialists/PDMs who design and write proposals, PMs and coordinators who implement projects, global and regional staff who advise specialists and HoPs, grant managers, area managers, and country directors.<sup>4</sup> This document would be useful when planning to integrate HLP due diligence within a project management cycle and identifying who on a project team should be responsible and accountable and who should be consulted and informed. Specific guidance on when HLP and Natural Resource due diligence is required in Camp Management.<sup>5</sup>

Case study of Cox’s Bazaar in Bangladesh provides example of due diligence of HLP in context of camps established on forest land with prior social forestry agreements, on lands where host communities have pre-existing rights through customary practices, parcels with multiple claimants, and disputes over rights to natural resources.<sup>6</sup>

## Summary

The guidance note establishes verification through Due Diligence as critical to preventing harm for all projects which require access to buildings, land, property, and other natural resources. Provides a clear and concise definition of due diligence, how due diligence should be incorporated in the project management cycle, and who should be responsible and accountable for due diligence within projects, along with who should be consulted and informed.<sup>7</sup>

The project management cycle is outlined as follows: Programming Phase (due diligence within core competency strategies), Formulation (collaboratively designing due diligence approach), Implementation (site-specific due diligence), and Monitoring and Evaluation (effectiveness and adherence to verification process).<sup>8</sup>

<sup>1</sup> Protection Cluster. Housing Land and Property Rights in Shelter Due Diligence Guidelines. (2020). P.4.

<sup>2</sup> Protection Cluster Due Diligence Guidelines. P. 7.

<sup>3</sup> Protection Cluster Due Diligence Guidelines. P. 8.

<sup>4</sup> Norwegian Refugee Council (NRC). Guidance Note: HLP and Natural Resource Due Diligence in NRC. (2021), p.1.

<sup>5</sup> NRC HLP and Natural Resource Guidance Note, Annex 1.

<sup>6</sup> NRC HLP and Natural Resource Guidance Note, p. 5.

<sup>7</sup> NRC HLP and Natural Resource Guidance Note, p. 2-4.

<sup>8</sup> NRC HLP and Natural Resource Guidance Note, p. 3.

Those responsible and accountable for implementing due diligence are identified as the staff managing the process and ultimately the senior management in countries, such as area managers, heads of programs and country directors.<sup>1</sup> Guidance is provided for contexts in which project managers do not have technical expertise in HLP.<sup>6</sup>

Bangladesh case study includes description of how the HLP Technical Forum designed a due diligence process to assess suitability of land for project objectives, identify and mitigate environmental risks, ensure government authorities obtained permits and adhered to regulations, and identify and verify land rights-holders to negotiate use agreements.<sup>2</sup>

#### Full Text

[HLP and Natural Resource Due Diligence in NRC Guidance Note](#)

### 3.1.6 RESOURCE 5: DEMYSTIFYING “TENURE” FOR HUMANITARIAN PRACTITIONERS

#### Context

The primary audience of this note is for CCCM practitioners or other thematic specialists that rely on the use of buildings, land, property, and natural resources.

#### Summary

The purpose of this guidance document is to 1) clarify the concept of tenure, 2) outline how tenure can be used by humanitarian actors to analyze, understand, and engage with relationship within conflict-affected communities, 3) provide teams with tools and best practices to improve tenure interventions and prevent conflicts, and 4) establish an outline for future training.<sup>3</sup>

The first section on clarifying the concept of tenure includes useful information on what tenure agreements are and how they work and the different types of tenure legal systems.<sup>4</sup> It also includes a concise breakdown of the components of a tenure agreement.<sup>5</sup>

A chart is provided outlining different rights and responsibilities (bundle of rights and responsibilities) that can be combined and considerations to find a balance between them so humanitarian practitioners can help facilitate participatory discussions about rights and responsibilities related to tenure agreements. The chart is categorized by access, use or benefit, exclusion, transfer, management, and due process and compensation with best practices and responsibilities provided for each category.<sup>6</sup> Women’s rights and responsibilities over HLP and natural resources is highlighted.<sup>7</sup>

The guidance document includes a section explaining how securing tenure improves relationships and prevents conflicts<sup>8</sup> A chart is provided detailing best practices for keeping records and working with third parties to assist in dispute resolution.<sup>9</sup>

A scenario is included that provides a snapshot of how multiple relationships to HLP and natural resources overlap and the different rights, responsibilities, and power dynamics that are at play. The scenario includes themes such as customary land boundaries, natural resources, burial sites, multiple claimants to a parcel, and informal rental arrangements.<sup>10</sup> A set of practice-based questions that should be considered when addressing this HLP and tenure context is also provided.<sup>11</sup>

#### Full Text

[Demystifying Tenure for Humanitarian Practitioners](#)

<sup>1</sup> NRC HLP and Natural Resource Guidance Note, p. 4.

<sup>2</sup> NRC HLP and Natural Resource Guidance Note, p. 6.

<sup>3</sup> Demystifying “Tenure” for Humanitarian Practitioners. Norwegian Refugee Council. (2021). P. 1.

<sup>4</sup> Demystifying “Tenure” for Humanitarian Practitioners. NRC. (2021). P. 3.

<sup>5</sup> Demystifying “Tenure” for Humanitarian Practitioners. NRC. (2021). P. 4-5.

<sup>6</sup> Demystifying “Tenure” for Humanitarian Practitioners. NRC. (2021). P. 6.

<sup>7</sup> Demystifying “Tenure” for Humanitarian Practitioners. NRC. (2021). P. 7.

<sup>8</sup> Demystifying “Tenure” for Humanitarian Practitioners. NRC. (2021). P. 7-8.

<sup>9</sup> Demystifying “Tenure” for Humanitarian Practitioners. NRC. (2021). P. 8.

<sup>10</sup> Demystifying “Tenure” for Humanitarian Practitioners. NRC. (2021). P. 10-11.

<sup>11</sup> Demystifying “Tenure” for Humanitarian Practitioners. NRC. (2021). P. 11.

### 3.1.7 TOOL 1: SUPPORTING HLP-SENSITIVE CCCM INTERVENTIONS IN INFORMAL SITES IN NW SYRIA-HLP DUE DILIGENCE GUIDANCE

#### Context

Tool for verifying land ownership and administration in informal, self-settled IDP sites, including sites on land in need of infrastructure work where occupants do not have legal claim based off findings from CCCM interventions in northwest Syria. Key challenges covered are: 1) lack of authorization of landowner(s) to use the land, 2) threats of evictions of beneficiaries, 3) levying of fees by 'fake' owners or armed groups for land use. Context is in Syria, but guidance is transferrable to informal settlement contexts.

#### Summary

Due Diligence Tool includes step-by-step guidance for conducting due diligence through the following project phases: preparedness and planning, before implementation, during implementation, and monitoring and evaluation.<sup>1</sup>

Annex I outline and describes key HLP dynamics in a conflict context with IDPs and informal settlements.<sup>2</sup>

Annex II provides a community-level checklist to help identify potential land-related concerns and challenges in the community as early as possible. Guidance on who the questions should be directed at is provided. Due diligence checklist questions are general can be applied to different contexts, provided answers should be adapted to specific contexts. Themes covered are ownership, land administration, documentation, disputes and resolution, and safety and security.<sup>3</sup>

Annex III provides a due diligence checklist for a specific plot of land. This checklist is generalizable to many different contexts.<sup>4</sup> Themes covered are ownership, disputes, safety and security, Host/IDP relations, documentation, disputes and dispute resolution, and beneficiary security of tenure, including a template for documenting a recommended course of action.<sup>5</sup>

Annex IV includes a Land Use Agreement Template comprised of ten articles and guidance on the types of signatures to receive.<sup>6</sup>

#### Full Text

[Supporting HLP-Sensitive CCCM Interventions in Informal Sites in NW Syria- HLP Due Diligence Guidance](#)

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<sup>1</sup> International Organization for Migration (IOM). Supporting HLP-Sensitive Interventions in Informal Sites in NW Syria HLP Due Diligence Guidance. (2019), p. 2-3.

<sup>2</sup> IOM Due Diligence, Annex I.

<sup>3</sup> IOM Due Diligence, Annex II.

<sup>4</sup> IOM Due Diligence, Annex III.

<sup>5</sup> IOM Due Diligence, Annex III.

<sup>6</sup> IOM Due Diligence, Annex IV.

### 3.1.8 TOOL 2: RAPID TENURE ASSESSMENT GUIDELINES

#### Context

Objective of is to provide a framework for practitioners to efficiently understand relevant local legal, regulatory, and customary practices of security of tenure, and to acknowledge more diverse forms of tenure to enable the adoption of flexible approaches. Useful for contexts where individuals and families do not possess formal legal proof of ownership but need shelter assistance or services within camps and settlements. Questions provided are aimed to assist responders in understanding applicable legal and customary frameworks and provide guidance on how to apply them if a disaster occurs. Ideally, assessment will take place before disaster occurs by a legal adviser or HLP expert, but priority questions are highlighted for when this is not possible. Particularly useful for urban environments where a variety of tenure arrangements exist.

#### Summary

Questions are grouped under six categories: 1) General overview of land and property,<sup>1</sup> 2) How are land and property administered and managed?,<sup>2</sup> 3) Access to land. How are land and property occupied?<sup>3</sup> 4) Evidence of Security of tenure. How do people prove they live somewhere?<sup>4</sup> 5) Compulsory purchase and relocation,<sup>5</sup> and 6) How are land and property disputes resolved?<sup>6</sup> Each category contains a concise overview explaining the purpose of the questions, key considerations for the category, and a list of specific questions to be answered for the assessment.

Annex II provides a chart detailing the common forms of tenure; freehold, delayed freehold, registered leasehold, public rental, private rental, shared equity, shared ownership/cooperative tenure, customary ownership, religious tenure systems, and non-formal tenure systems, which is useful to understand the varied characteristics, advantages, and limitations of each.<sup>7</sup>

#### Full Text

[Rapid Tenure Assessment Guidelines](#)

### 3.1.9 TOOL 3: LAND TENURE AND PROPERTY RIGHTS FRAMEWORK

#### Context

The chief objective Land Tenure and Property Rights (LTPR) Framework and corresponding tools is to improve LTPR programming and capacity building. This would be helpful for CCCM projects that have a focused HLP component as the content is highly detailed in comprehensive. The corresponding LTPR Matrixes provide a methodology for identifying constraints and opportunities various land tenure and property rights interventions. There is a particular focus on natural resources, and how this contributes to land conflicts and options for interventions. Intended audience is for those who need to understand how HLP issues affect program outcomes, how to design interventions that address these issues, and how to evaluate impacts of these interventions to inform new programs. This framework and tools can be used during the due diligence process to help process and understand the information gained while conducting due diligence.

#### Summary

To understand the background of land tenure and property rights the first section of the framework provides a detailed description of overarching themes<sup>8</sup> that are affected by land tenure and property rights, this information could be useful when developing long-term HLP interventions.

The first matrix is a base matrix for visualizing the LTPR landscape,<sup>9</sup> which contains a template for mapping out different interventions and potential constraints. It can be used with the following five provided overlays: 1) Land tenure and Property Rights, 2) Natural

<sup>1</sup> International Federation of Red Cross and Red Crescent Societies (IFRC). Rapid Tenure Assessment Guidelines for Post-disaster Response Planning. (2015), p. 20-21.

<sup>2</sup> IFRC Rapid Tenure Assessment Guidelines, p. 21-22.

<sup>3</sup> IFRC Rapid Tenure Assessment Guidelines, p. 23-24.

<sup>4</sup> IFRC Rapid Tenure Assessment Guidelines, p. 24-25.

<sup>5</sup> IFRC Rapid Tenure Assessment Guidelines, p. 26-27.

<sup>6</sup> IFRC Rapid Tenure Assessment Guidelines, p. 28-29.

<sup>7</sup> IFRC Rapid Tenure Assessment Guidelines, Annex II, p. 33-36.

<sup>8</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 11-26.

<sup>9</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 27.

Resources-Water, 3) Natural Resources-Minerals, 4) Natural Resources-Trees and Forests, and 5) Women, Land, and Resources. Explanations for the matrix and how to use the overlays is provided.<sup>1</sup> An explanation of the six categories of LTPR constraints is also provided.<sup>2</sup>

A table visually displaying the intersection of three main categories of LTPR interventions (1) institutions and governance, 2) legal and regulatory frameworks, 3) rights awareness and empowerment) with the six categories of land tenure constraints concisely explains what each intervention could entail and how they interact with the constraints.<sup>3</sup> A table showing this intersection is provide for the five overlays: 1) Land tenure and Property Rights,<sup>4</sup> 2) Natural Resources-Water,<sup>5</sup> 3) Natural Resources-Minerals,<sup>6</sup> 4) Natural Resources-Trees and Forests,<sup>7</sup> and 5) Women, Land, and Resources.<sup>8</sup> This be useful when conducting a risk assessment of LTPR interventions.

Annex A explains in detail the categories of LTPR constraints and provides examples of how they serve as constraints in different country contexts.<sup>9</sup>

[Full Text](#)

[USAID Land Tenure Framework](#)

### 3.1.11 TOOL 4: HLP IN SHELTER DUE DILIGENCE GUIDELINES – X-BORDER OPERATION, TURKEY

#### Context

The guidelines are an adaptation of the broader “Land Rights and Shelter: The Due Diligence standard” and are specific to the operation context of the Turkey x-border Shelter/NFI Cluster. The objective of the guidelines is to support shelter actors that are ensure HLP rights of beneficiaries and land/property owners in Northern Syria. The guidelines define HLP as the full spectrum of rights to housing, land and property held according to statutory or customary law or informally; both public and private housing, land and/or property rights.<sup>10</sup>

#### Summary

Section A of the document provides General Considerations of HLP,<sup>11</sup> Section B provides phase-specific requirements,<sup>12</sup> section C provides intervention-specific requirements, and section D provides guidance on when due-diligence cannot be conducted (such as in the cases of instability or risk).<sup>13</sup> In the shelter program cycle, the document states that the following phases should be integrated generally into programming: 1) ensure awareness of interlinkages between HLP and shelter among the project team, 2) understand and map key HLP actors, 3) be aware of local conflict dynamics, 4) identify risks of HLP violations, 5) integrate HLP rights verification and monitoring into all shelter activities, and 6) seek clear agreements in supporting beneficiaries’ rights to shelter.<sup>14</sup>

The documents provide checklists for implementation of preparedness and planning,<sup>15</sup> before implementation,<sup>16</sup> during implementation,<sup>17</sup> and during evaluation.<sup>7</sup> The document provides interventions specific requirements tables based on intervention type, such as transitional shelter or permanent shelter construction and the phases of response with HLP relevant eligibility or

<sup>1</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 28-30.

<sup>2</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 30-31.

<sup>3</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 33.

<sup>4</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 68.

<sup>5</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 71.

<sup>6</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 75.

<sup>7</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 79.

<sup>8</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 82.

<sup>9</sup> Land Tenure and Property Rights Framework. USAID. (2013). P. 49-61.

<sup>10</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.4.

<sup>11</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.5.

<sup>12</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.6.

<sup>13</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.4.

<sup>14</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.5.

<sup>15</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.6.

<sup>16</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.7.

<sup>17</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.8.



exclusion criteria.<sup>1</sup> This is also provide for shelter repairs - private housing,<sup>2</sup> collective centers,<sup>3</sup> shelter rehabilitation of unfinished building,<sup>4</sup> and household rental support.<sup>5</sup> For each of the interventions, details of a Shelter Beneficiary Agreement is also included and further guidance is listed in section B.3. In cases where due diligence cannot be conducted, the document also provides suggestions for basic minimum shelter assistance that may not require due diligence, such as provision of emergency shelter/sealing off kits and minimum basic repairs.

Annex 1 contains HLP issues in pre-2011 Syria<sup>6</sup> and Annex 2 contains common HLP issues that may be caused by conflict and displacement.<sup>7</sup>

[Full Text](#)

[HLP in Shelter Due Diligence - Turkey](#)

### 3.1.12 FURTHER READING

[Addressing Land Ownership After Natural Disasters](#)  
[Restoring and Confirming Rights to Land in Tsunami-Affected Aceh](#)

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## 3.2 COMMUNITY REPRESENTATION & PARTICIPATION IN HLP

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### 3.2.1 OVERVIEW

Community engagement and participation in CCCM practices is central to protecting the rights and dignity of displaced populations and ensuring that CCCM assistance appropriately meets the needs of displaced communities. Community participation in camp governance and provision of goods and services enables displaced communities to take ownership of their situations and begin the path to self-reliance and recovery. CCCM responses to HLP and security of tenure issues is another area of opportunity for scaling community participation to prevent future conflicts over land, positively influence future HLP practices, and collectively work with local officials to establish equitable HLP management.

Various resources and tools will be provided in this section that are relevant to CCCM expertise for increasing community engagement and participation in CCCM HLP responses, such as guidance on participatory monitoring and mapping, facilitating trainings in community-based management and governance, coordination of community forums and capacity building activities, and establishing two-way communication channels with affected communities.

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<sup>1</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.9.

<sup>2</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.10.

<sup>3</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.11.

<sup>4</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.12.

<sup>5</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.13.

<sup>6</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.15.

<sup>7</sup> Housing, Land and Property Rights in Shelter Due Diligence Guidelines. Shelter/NFI Cluster X-Border Operation – Turkey. P.16.

## 3.2.2 RESOURCE 1: COACHING IN CAMP MANAGEMENT: CAPACITY BUILDING FOR CAMP COMMUNITIES

### Context

All clusters and agencies could apply the coaching methodology used in Camp Management as a powerful tool to engage with and mobilize affected communities and provide ongoing support to community capacity building at the camp level.<sup>1</sup> Provides guidance for coaching in relation to the three approaches to camp management: 1) Direct Implementation, 2) Camp Monitoring, 3) Camp Management Training.<sup>2</sup> With regards to HLP, the coaching methodologies outlined in this document could be used for scaling the capacity for communities to engage in resolving HLP and tenure security issues, understand their HLP and tenure rights, and work with local officials to acknowledge and adhere to equitable HLP management practices.

These coaching materials are intended for the following audience:

- National and international camp management programme staff facilitating coaching initiatives
- Camp management expert trainers/HLP experts
- Camp leaders and camp communities/representatives of host communities
- Community-based organizations/other relevant stakeholders

CCCM's approach to coaching can support community-based engagement for both host and IDP communities to scale community and practitioner capacities in addressing HLP and tenure security in the following ways:

- Identify, prioritize, and find feasible community-based solutions to gaps in assistance;
- Enhance levels of mobilization and community participation of the displaced population to raise assistance standards;
- Ensure the representation and involvement of groups with specific needs;
- Raise community awareness on relevant issues;
- Mainstream gender issues into community initiatives (HLP and tenure security assistance);
- Engage displaced and affected communities/other stakeholders about data collection and/or local-level coordination; and
- Guarantee the quality and consistency of data collection by coaching data collectors (or tenure assessors/ mapping initiatives)<sup>2</sup>

### Summary

The first three chapters of the coaching material focus on defining and describing coaching principles, methodologies and roles and responsibilities, within the context of working in camp settings and with camp communities.<sup>3</sup> Themes covered include outlining the role of a coach with guidance on productive language, methods for understanding community motivations,<sup>4</sup> how coaching is used in camp management,<sup>5</sup> key factors to successful coaching,<sup>6</sup> role of the camp management project manager/coordinator as a coach,<sup>7</sup> hiring and training a national team,<sup>8</sup> and the role of partners, camp communities and other stakeholders.<sup>9</sup> Case studies are provided from Dadaab<sup>10</sup> and Sri Lanka.<sup>11</sup>

Chapters four through seven introduce and apply the coaching model in a step-by-step format, in the three project phases of planning, implementation and evaluation of a project.<sup>12</sup> Themes covered include coaching objectives and indicators,<sup>13</sup> capacity building planning challenges and solutions,<sup>14</sup> key issues and guidance for introducing coaching activities<sup>15</sup>, session plans for introductory sessions<sup>16</sup>, step-

1 Norwegian Refugee Council. Coaching in Camp Management: Capacity Building for Camp Communities.(2009).

2 Norwegian Refugee Council. Coaching in Camp Management: Capacity Building for Camp Communities.(2009).

3 NRC. Coaching in Camp Management. CH 1-3, p. 10-47.

4 NRC. Coaching in Camp Management. CH 1, p. 13-15.

5 NRC. Coaching in Camp Management. CH 2, p. 17.

6 NRC. Coaching in Camp Management. CH 2, p. 22.

7 NRC. Coaching in Camp Management. CH 3, p. 33.

8 NRC. Coaching in Camp Management. CH 3, p. 34-36.

9 NRC. Coaching in Camp Management. CH 3, p. 41.

10 NRC. Coaching in Camp Management. CH 2, p. 25.

11 NRC. Coaching in Camp Management. CH 2, p. 29,36.

12 NRC. Coaching in Camp Management. CH 1-3, p. 10-47.

13 NRC. Coaching in Camp Management. CH 4, p. 48-50.

14 NRC. Coaching in Camp Management. CH 4, p. 52-54.

15 NRC. Coaching in Camp Management. CH 4, p. 61-62.

16 NRC. Coaching in Camp Management. CH 4, p. 64-68.

by-step coaching explanations and coaching language,<sup>1</sup> and monitoring and evaluation criteria for coaching.<sup>2</sup> Case studies are provided from Sri Lanka.<sup>3</sup> Case studies and information boxes highlighting key issues and lessons learned are provided throughout the document, and each chapter contains a section for tools and references.

Full Text

[NRC Coaching in Camp Management](#)

### 3.2.3 RESOURCE 2: MINIMUM STANDARDS FOR CAMP MANAGEMENT

#### Context

The Minimum Standards for Camp Management places Community Participation and Representation as one of five core pillars of standards for Camp Management.<sup>4</sup> The other pillars include Site Management Policies and Capacities, Site Environment, Site Closure and Exit Planning, and Site Service Monitoring and Coordination. Intended audience is site managers and their teams working in displacement sites and can be applied to different site team structures. Guidance is also applicable to planners, policymakers, technical specialists, coordinators, donors, academics, advocacy, and communications.

This guidance on community participation and representation will be useful for practitioners to gain foundational understanding of developing community participation mechanisms in camp management programming, which can be used to provide a basis for community participation and representation in activities addressing HLP and tenure security.

#### Summary

Community Participation and Representation is categorized into 4 different standards: Standard 2.1 Community Participation,<sup>5</sup> Standard 2.2 Information Sharing with Communities,<sup>6</sup> Standard 2.3 Feedback and Complaints,<sup>7</sup> and Standard 2.4 Governance Structures.<sup>8</sup> Each standard contains key actions, key indicators, guidance notes, and additional resources.

Standard 2.1- Community participation is characterized by the population having meaningful decision-making power in the management of the site. Key actions are centered around adequately planning for budget and time to ensure that community participation is integrated in site management programming, training and supporting site staff, and implementing diligent monitoring capacities. The guidance notes highlight that separate groups for women's participation should be combined with strengthening women's involvement in general site governance structures. Further, there is emphasis on ensuring that community participation initiatives are transparent in the approaches used, balanced between direct participation and indirect representation by elected representatives, and inclusive host communities.<sup>9</sup>

Standard 2.2- Information sharing with communities focuses on ensuring regular communication with displaced communities, host communities, and other stakeholders that culturally and community specific. Key actions for this standard include developing information dissemination mechanisms that meet community preferences on languages, formats, and channels, and ensuring that there is adequate awareness about camp services provided and instruction for access. The guidance notes highlight the need to accommodate for varying levels of literacy, language, and access to different information sharing formats.<sup>10</sup>

Standard 2.3- Feedback and complaints is a standard for both displaced and host populations to have access to safe and responsive mechanisms to provide feedback and complaints to service providers. Key actions to achieve this standard include instilling confidentiality mechanisms, tracking systems and monitoring procedures, and providing different formats for submission of feedback and complaints (verbal, written, electronic, ect), and providing Protection from Sexual Exploitation and Abuse (PSEA) education and

1 NRC. Coaching in Camp Management. CH 4, p. 88,99.

2 NRC. Coaching in Camp Management. CH 4, p. 103-111.

3 NRC. Coaching in Camp Management. CH 4, p. 56,58,87.

4 Camp Coordination and Camp Management Cluster. Minimum Standards for Camp Management. (2021).

5 CCCM Cluster. Minimum Standards for Camp Management.Ch 2, p.25.

6 CCCM Cluster. Minimum Standards for Camp Management.Ch 2, p.27.

7 CCCM Cluster. Minimum Standards for Camp Management.Ch 2, p.28.

8 CCCM Cluster. Minimum Standards for Camp Management.Ch 2, p.31.

9 CCCM Cluster. Minimum Standards for Camp Management.Ch 2, p.26.

10 CCCM Cluster. Minimum Standards for Camp Management.Ch 2, p.28.

awareness amongst host and displaced communities. The guidance notes emphasize the need to ensure feedback and complaint mechanisms are provided in methods of communication that are commonly used and familiar within the communities, and that procedures for anonymity and confidentiality should be carefully developed and monitored.<sup>1</sup>

Standard 2.4- Governance structures focus on developing inclusive and accountable governance structures that have the capacity to serve the site population. Key actions for achieving this include assessing existing participation and governance structures and understanding power dynamics. Further, employing participatory selection processes for groups and communities and advocating for the continued use of participatory structures. Communicating the roles and responsibilities of groups or committees to the entire site population and host community is also identified as an important key action. The guidance notes suggest that community mapping exercises can be a useful tool for understanding contexts governance structures are operating within and to conduct a thorough analysis of existing governance structures to understand how they can be appropriately adapted or scaled to meet the needs of the community.<sup>2</sup>

The key actions outlined for each Community Participation and Representation standard can be utilized to deliver HLP and tenure security assistance that is community-specific, strengthens the capacity for communities to understand and be involved in decision-making surrounding HLP, is accountable, and integrated with governance structures.

[Full Text](#)

[Minimum Standards for Camp Management](#)

### 3.2.4 RESOURCE 3: PARTICIPATORY SURVEYING FOR TENURE SECURITY

#### Context

Participatory Enumeration is a useful tool for collecting and processing data on HLP rights and tenure security in the context of informal settlements with significant community participation and leadership at the forefront of its approach. Conducting participatory enumeration activities could be particularly useful to CCCM actors operating in urban out-of-camp contexts to integrate informal areas into surrounding urbanized area and contexts where there are efforts to integrate the camp into the host community after camp closure. This can also be useful for guidance on addressing HLP and tenure security in a broader urban land-use planning and management context.

Conducting participatory enumeration data collection processes to identify and establish rights holders can be useful for addressing HLP threats from either within the community when residents of the same camp or settlements attempt to take over others' land or dwelling, or outside the community when there are external threats of eviction.

#### Summary

In participatory enumeration data collection, the people being surveyed are either directly involved from inception, through design, management and implementation, to analysis and use of the data or participation occurs at specific points in the process. The role of individuals and organizations outside of the camp or settlement is to assist with technical skills and resources and provide support whenever needed.<sup>3</sup>

From the perspective of residents of informal settlements, participatory enumeration provides transparency and builds trust between communities and practitioners addressing HLP and tenure security, quality of data is improved because communities understand and trust the process, and communities are empowered in their ownership of the process and ability to contest or correct inaccurate information about their settlements and ensure their security for the future.<sup>4</sup> Participatory enumeration is beneficial to external organizations because participation from communities can make activities more sustainable and improved collaboration can result in longer-term multi-institutional partnerships between communities, support institutions, and municipal governments. Further, participatory enumerations can lead to broad-based coalition building that can counter power imbalances and ensure marginalized groups have decision-making power.<sup>5</sup>

<sup>1</sup> CCCM Cluster. Minimum Standards for Camp Management.Ch 2, p.30.

<sup>2</sup> CCCM Cluster. Minimum Standards for Camp Management.Ch 2, p.33.

<sup>3</sup> Count Me In: Surveying for tenure security and urban land management. UN Habitat. (2010).

<sup>4</sup> Count Me In. UN Habitat. (2010), p. 7.

<sup>5</sup> Count Me In. UN Habitat. (2010), p. 8.

The document provides guidance on community mapping, a central activity in participatory enumeration processes, which can play a crucial role in CCCM due diligence processes for tenure security and to verify external or governmental enumeration results.<sup>1</sup> A generic set of steps for participatory enumerations are provided that can be adapted to different contexts or to meet the needs of CCCM actors.<sup>2</sup> Further, the document outlines the various types of data that should be gathered for different contexts to complete the enumeration process.<sup>3</sup>

Participatory enumeration can also be useful in key areas relevant to CCCM: strengthening negotiation positions on land tenure<sup>4</sup>, enumerations for relocation and resettlement,<sup>5</sup> and enumerations after conflict.<sup>6</sup> Case studies on the use of enumeration in the resettlement of residents are provided from the Philippines<sup>7</sup> and Somalia.<sup>8</sup>

Guidance is also provided on using participatory enumeration for conducting a systemic collection of claims. Six key steps are detailed for collecting claims, including the assessment of conflict and gender issues, establishing field offices, holding community meetings, and resolving disputes.<sup>9</sup> A case study for using these methods to create a land claims database from East Timor is provided.<sup>10</sup>

The document ends with an analysis of the implications of participatory enumerations for women's land tenure rights<sup>11</sup>, including case studies for female leadership in participatory enumeration activities in Kenya<sup>12</sup> and the Philippines,<sup>13</sup> community empowerment,<sup>14</sup> impact on conflict and dispute resolution over land rights,<sup>15</sup> and the governmental, policy, and internal contextual importance for success and challenges to participatory enumeration.<sup>16</sup>

#### Full Text

[Count me in: Surveying for Tenure Security](#)

### 3.2.5 RESOURCE 4: CCCM CASE STUDIES – CHAPTER A PARTICIPATION

#### Context

The chapter on participation in the CCCM 2020 Case Studies document provides guidance on ensuring meaningful participation of refugees, internally displaced, returnees (refugees/IDPs), migrants, and other displaced populations in rural, peri-urban, and urban contexts in decision-making processes and camp governance. Guidance on participation is provided for the following stages of the camp life-cycle: set-up/improvement, care and maintenance, and site closure. CCCM actors can adapt this information to establish community leadership and governance mechanisms for HLP management and capacity building.

#### Summary

The chapter provides case study examples from the following countries and covering the following topics: Bangladesh- Women's participation and Response to Covid-19, South Sudan- Inclusion of persons with disabilities, and Afghanistan- COVID-19 communications.

A chart is provided outlining the following camp standards: site lifecycle planning, SMA and site management team capacity, governance structures, community participation, information sharing with communities, feedback and complaints, and a safe and secure environment

<sup>1</sup> Count Me In. UN Habitat. (2010), p. 14.

<sup>2</sup> Count Me In. UN Habitat. (2010), p. 22-23.

<sup>3</sup> Count Me In: Surveying for tenure security and urban land management. UN Habitat. (2010). P. 24.

<sup>4</sup> Count Me In. UN Habitat. (2010). P. 25, 130.

<sup>5</sup> Count Me In. UN Habitat. (2010). P. 25, 50-52.

<sup>6</sup> Count Me In. UN Habitat. (2010). P. 25, 84.

<sup>7</sup> Count Me In. UN Habitat. (2010). P. 53.

<sup>8</sup> Count Me In. UN Habitat. (2010). P. 54.

<sup>9</sup> Count Me In. UN Habitat. (2010). P. 85-86.

<sup>10</sup> Count Me In. UN Habitat. (2010). P. 87-90.

<sup>11</sup> Count Me In. UN Habitat. (2010). P. 122-126.

<sup>12</sup> Count Me In. UN Habitat. (2010). P. 38.

<sup>13</sup> Count Me In. UN Habitat. (2010). P. 53.

<sup>14</sup> Count Me In. UN Habitat. (2010). P. 116.

<sup>15</sup> Count Me In. UN Habitat. (2010). P. 129-133.

<sup>16</sup> Count Me In. UN Habitat. (2010). P. 118-122.

which includes indicators, remarks, and case study references for each standard.<sup>1</sup> The indicators are helpful markers to meet when establishing community councils for addressing HLP concerns and informing communities of their HLP rights.

The Bangladesh case study<sup>2</sup> on women's participation provides a detailed overview of CCCM activities undertaken to support a women's participation project (WPP). Some of these activities include leading the Risk Communication and Community Engagement Activities (RCCE)<sup>3</sup> and the Interactive Voice Response (IVR)<sup>8</sup> tool, which could be effective in helping women receive information and ask questions about their HLP and tenure security rights or pathways to resolve disputes. The case study also summarizes key challenges<sup>4</sup> and lessons learned.<sup>5</sup>

The South Sudan case studies<sup>6</sup> on capacity building, communications with communities, and inclusion of persons with disabilities in site improvements provides an overview of the establishment of a community disability committee (CDC)<sup>7</sup> and protection risks faced by persons with disabilities.<sup>8</sup> This information is useful for understanding how HLP and tenure security issues impact persons with disabilities and how CDC's can facilitate improved participation and dissemination of information with persons with disabilities. Key achievements<sup>9</sup> and challenges are provided from this project.<sup>10</sup>

Afghanistan's case study<sup>11</sup> focuses on community governance capacity building. It provides an example of camp management setting up a governance structure, two-way communication, and a referral pathway, allowing the IDP committees to communicate directly with the CM agency. A detailed overview of the CCCM activities to achieve this are provided, including enhancing women's participation<sup>12</sup> establishing inclusive and localized coordination and advocacy mechanism. Also provided is information on how coordination impacted the project.<sup>13</sup>

[Full Text](#)

[CCCM Case Studies: Participation](#)

## 3.2.6 TOOL 1: PARTICIPATORY ENUMERATION SAMPLE SURVEY

### Context

Sample survey to collect household information and socio-economic data at the camp or settlement level in the context of informal settlements in urban areas. Useful to collect household-level information to understand individual HLP and/or tenure security needs, service access and needs, and information for CCCM project planning and implementation through methods that build trust and leadership within the community.

### Summary

Approaches used to gather household information and socioeconomic data are surveys and participatory household enumerations, both focused on participation from community organizations and resident committees. Guidance for participatory enumeration is provided under the following steps with subcategories for each: preparation, data collection, data registration and analysis, validation, and reporting.<sup>14</sup>

Sample survey provides guiding questions to inform what data to collect that covers the following broad general categories: basic household information, tenure status, physical, social, and economic profiles, organizational affiliation, and perceptions or positions

<sup>1</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 14.

<sup>2</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 18-25.

<sup>3</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 23.

<sup>4</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 24.

<sup>5</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 25.

<sup>6</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 27-35.

<sup>7</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 29.

<sup>8</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 29.

<sup>9</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 30.

<sup>10</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 31.

<sup>11</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 38-41.

<sup>12</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 39.

<sup>13</sup> CCCM Case Studies 2020. CCCM Cluster. Chapter A- Participation. 2021. P. 40.

<sup>14</sup> Participatory Enumeration and Sample Survey. UN Habitat. P. 3-4.

on community issues.<sup>1</sup> A case study from a sample survey enumeration conducted in informal settlements in Nairobi, Kenya is provided.<sup>2</sup>

#### Full Text

[Participatory Enumeration Sample Survey](#)

### 3.2.7 TOOL 2: STAKEHOLDER MAPPING AND ANALYSIS TEMPLATE

#### Context

Intended audience for this tool is project staff/managers engaging with local staff to assess local stakeholders to ensure an inclusive project planning process. Can be used by CCCM project staff to understand who is involved/affected by the existing HLP context and used to complement HLP assessment tools.

#### Summary

The template provides clusters of questions under categories of stakeholders, and there is a special emphasis on assessing project staff's interaction with/involvement of women. The questions aim to guide users to think through their existing interactions and level of involvement from the following stakeholders:

- Local Authorities<sup>3</sup>
- Community Leaders<sup>1</sup>
- Public Services<sup>1</sup>
- International NGOs and Service Providers<sup>1</sup>
- Local NGOs/Community Based Organizations/Voluntary groups<sup>1</sup>
- NRC Neighborhood Committees<sup>1</sup>
- Community Members<sup>1</sup>

The clusters of questions under each of these categories highlight the questions focused on women.

#### Full Text

[Stakeholder Mapping and Analysis Template](#)

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<sup>1</sup> Participatory Enumeration and Sample Survey. UN Habitat. P. 5-6.

<sup>2</sup> Participatory Enumeration and Sample Survey. UN Habitat. P. 6-7.

<sup>3</sup> NRC Community Coordination Toolbox: Chapter 1- Staff Training. Tool AT 1.1 Stakeholder Mapping and Analysis Template. (2020). P.1.

## 3.2.8 FURTHER READING

[UNDOC Awareness-raising Campaign Checklist](#)

[IOM Communication Campaign Toolkit](#)

[Core Training for Supporting Agency Staff- Session Plan: Participatory Community Structures](#)

[Core Training for Supporting Agency Staff-Session Plan: Introduction to Information Management](#)

[Core Training for Supporting Agency Staff-Session Plan: Accountability and Participation](#)

[Core Training for Supporting Agency Staff-Session Plan: Training and Facilitation](#)

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## 3.3 WOMEN'S INCLUSION

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### 3.3.1 OVERVIEW

As stated by the Norwegian Refugee Council, women experience the loss of HLP rights at every stage of displacement.<sup>1</sup> Therefore, the inclusion of women in efforts to address HLP rights and tenure security issues is critically important for CCCM programming to ensure that services, information, and protection are equitably provided to populations that CCCM practitioners aim to serve. Women's HLP rights and tenure security is particularly important for CCCM practice to prevent and address GBV and child protection issues, ensuring security after camp closure and transition, establishing support in the event of eviction, safely resolving disputes or acquiring rights in return or replacement contexts, and coordinating referral services and connection with humanitarian organizations.

The involvement of CCCM practice in community and stakeholder engagement places CCCM practitioners in an advantageous position to provide women with information and training on HLP and tenure security rights and regulatory frameworks, help establish women's coordination networks and support systems, and identify pathways for women to claim their rights, resolve disputes, and seek justice for HLP and tenure security rights violations.

The resources and tools provided in this section focus on improving women's participation in camp management, conducting gender-mainstreamed context analyses, integrating GBV interventions, identifying different gender needs in tenure security, establishing women's coordination networks to empower women in playing an active role in addressing HLP rights and tenure security issues.

### 3.3.2 RESOURCE 1: GUIDELINES FOR INTEGRATING GENDER-BASED VIOLENCE INTERVENTIONS IN HUMANITARIAN ACTION-HOUSING, LAND, AND PROPERTY RIGHTS

#### Context

This Thematic Area Guide is aimed at assisting national and international HLP actors and communities affected by humanitarian emergencies to coordinate, plan, implement, monitor and evaluate essential actions for preventing and mitigating gender-based violence (GBV) in HLP interventions. The guidance provided is useful for CCCM actors engaging in HLP issues, coordinating with HLP practitioners, and planning for preventing/mitigating GBV in CCCM projects particularly in contexts affected by cyclical disasters. It is specifically targeted for non-GBV specialists who should undertake activities that significantly reduce the risk of GBV, and it can also be used as an advocacy tool. The guidelines include strategies for GBV prevention/mitigation in the preparedness, design, implementation, and monitoring and evaluation phases of projects planning.

#### Summary

The introduction to the guidelines provides a thorough overview of gender-based violence, including essential information about the nature of GBV in humanitarian settings,<sup>2</sup> contributing factors and causes of GBV,<sup>3</sup> key considerations for at-risk groups (woman head of households).<sup>4</sup>

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<sup>1</sup> Displaced Women's Housing, Land, and Property Rights. Norwegian Refugee Council. <https://www.nrc.no/what-we-do/speaking-up-for-rights/housing-land-and-property-rights/displaced-womens-hlp-rights/>

<sup>2</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions-Housing, Land, and Property Rights. Global Protection Cluster. (2015). P.5-7.

<sup>3</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P.8-9.

<sup>4</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P.11.



The second part of the guidelines is focused on HLP and guiding principles for addressing GBV. Five elements of the programme cycle and essential actions that should occur within each to address GBV are outlined as follows:

- Assessment Analysis and Planning: Key assessment target groups, example questions to ask related to HLP and GBV, and how to assess GBV and HLP is provided.<sup>1</sup>
- Resource Mobilization: Example lists of GBV-related points to include in each section of a project proposal.<sup>2</sup>
- Implementation: Actions HLP actors can take to integrate GBV risk reduction in programming, policies, and communications and information sharing.<sup>3</sup> Successful case study from Liberia is also provided.<sup>4</sup>
- Coordination: Guidance on key-GBV related areas for cross-sectoral coordination with NGOs, community-based organizations, INGOs, UN agencies, national/local governments, and humanitarian coordination.<sup>5</sup> A useful graphic visually displaying how HLP intersects with different humanitarian sectors (including CCCM) and how they engage with GBV is also provided.<sup>6</sup>
- Monitoring and Evaluation: Specific guidance on monitoring and evaluation indicators, how to calculate the indicators, possible sources of data, and which stage of the program each indicator should be measured.<sup>7</sup>

A chart displaying each of these elements, corresponding essential actions, and stage of emergency applicable to each section is also provided.<sup>8</sup>

#### Full Text

[Guidelines for Integrating GBV Interventions in Humanitarian Action-HLP](#)

### 3.3.3 RESOURCE 2: IMPROVING PARTICIPATION AND PROTECTION OF DISPLACED WOMEN AND GIRLS THROUGH CAMP MANAGEMENT PRACTICES

#### Context

This report provides recommendations for scaling the inclusion of women in coordinating humanitarian responses in the context of camps, informal sites, and urban out of camp neighborhoods. The intended audience is for the CCCM sector at large, and the recommendations provided can be used to improve women's involvement in addressing HLP and tenure security issues. The research was conducted in the following locations, Kabul, Afghanistan, Herat, Afghanistan, Ramadi, Iraq, Kakuma, Kenya, and Nyarugusu, Tanzania, providing urban informal settlement, peri-urban formal and informal sites, out of camp urban neighborhoods, urban informal settlements, formal camps, and formal settlement contexts.

#### Summary

The research questions the report aims to answer that are particularly relevant to the topic of CCCM actors improving women's role in HLP include the following: 1) What practical steps can be taken by CM actors to enhance displaced women's participation in coordination structures, and influence (especially with regards to protection) through participation and coordination? And 2) How does women's role in coordination differ according to the displacement context (formal, informal, and out of camp)?<sup>9</sup>

The report provides a detailed overview of women's role in coordination, outlining the following key areas where women contribute to CCCM and how they contribute:

- Coordination Meetings and Interaction with Stakeholders;<sup>10</sup>
- Reporting and Information Management;<sup>11</sup>
- Referrals and Service Mapping;<sup>3</sup>

<sup>1</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P. 41-44.

<sup>2</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P. 44-45.

<sup>3</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P. 46-50.

<sup>4</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P. 48.

<sup>5</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P. 51-52.

<sup>6</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P. 52.

<sup>7</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P. 53-55.

<sup>8</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Actions. GPC. (2015). P. 39.

<sup>9</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 12.

<sup>10</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 17.

<sup>11</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 18.

- Assessments and Monitoring;<sup>1</sup>

A comprehensive overview of the barriers and enablers to women's roles in coordination is provided with practical examples from the context countries.<sup>2</sup> One key enabler that CCCM practitioners can support is formalizing and promoting women's role in coordination.<sup>3</sup> An example of formalizing women's coordination roles is provided from Nyarugusu and Kenya's Kakuma and Kalobeyi sites is provided.<sup>4</sup> Another key enabler is a receptive humanitarian response to women in leadership coordination roles. An example of a supportive humanitarian response from NRC in Iraq is provided.<sup>5</sup>

Chapter 7 outlines methods for camp management agencies to enhance women's role in coordination. The methods particularly relevant to CCCM and HLP include:

- Establishing, formalizing, and promoting coordination and management structures that include women;<sup>6</sup>
- Providing a physical space for coordination;<sup>7</sup>
- Create networks, and consider the establishment of a Women's Coordination Network;<sup>8</sup>
- Ensure adequate female representation among Camp Management agency staff;<sup>9</sup>

### Full Text

#### [Improving Participation and Protection of Displaced Women and Girls Through Camp Management](#)

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<sup>1</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 19.

<sup>2</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 27.

<sup>3</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 21-34.

<sup>4</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 27.

<sup>5</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 29.

<sup>6</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 35.

<sup>7</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 36.

<sup>8</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 37.

<sup>9</sup> Improving Participation and Protection of Displaced Women and Girls Through Camp Management Approaches. NRC. (2020). P. 39.

### 3.3.4 RESOURCE 3: WOMEN'S ROLE IN COORDINATION: IMPROVING THE PARTICIPATION AND PROTECTION OF DISPLACED WOMEN IN CAMPS, INFORMAL SITES, AND OUT OF CAMP URBAN NEIGHBORHOODS

#### Context

The report provides recommendations for CCCM agencies to scale women's inclusion in the coordination of humanitarian responses in the context of camps, informal sites, and urban out-of-camp neighborhoods. While it is aimed at camp management broadly, the recommendations can be used to improve the participation of women in HLP-related responses.

#### Summary

The objective of this report is to understand the contributions women can make to CCCM practices, understand the challenges and enablers to women's participation, and to suggest steps CCCM agencies can take to overcome challenges and support enablers to women's roles in CCCM in wide range of displacement settings and cultural contexts.

The first section focuses on how displaced women can have influence on the services provided in their communities in both informal and formal governance structures and in collaboration with CCCM agencies. Examples for female-led conflict resolution in Kenya's Kakuma refugee camp and women's inclusion in information dissemination in Iraq are provided.<sup>1</sup> The second section highlights the barriers to women's role in coordination.<sup>2</sup> The primary barrier highlighted is cultural norms that discriminate against women. An overview of how humanitarian agencies can unintentionally reinforce these norms is provided.<sup>2</sup>

The third section discusses the enablers to women's role in coordination and how CCCM agencies can address barriers to women's participation. The recommendations fall into two broad categories: 1) Creating and Supporting representative coordination and governance structures – recommendations detailed in Box 1, recommendations 1-6<sup>3</sup> and 2) Building women's capacity and resources for coordination – Box 2, recommendations 7-9.<sup>4</sup> The recommendations range from minimum requirements to strongly advised. For example, a strongly advised recommendation is facilitating access to an accessible women-only physical space for coordination, either provided directly by the CCCM agency or "borrowed" from a service provider or the community. These physical spaces could be used to train women on HLP and tenure security or as a safe space for women to express their tenure concerns/challenges.<sup>1</sup>

Box 3 provides a concise list for improving women's safety through scaling the role of women in CCCM.<sup>1</sup> These recommendations could be used to increase women's safety or mitigate backlash from HLP and tenure security interventions.

#### Full Text

[Women's Role in Coordination: Improving the Participation and Protection of Displaced Women in Camps, Informal Sites, and Out of Camp Urban Neighborhoods](#)

<sup>1</sup> Women's Role in Coordination. (2019). P. 1.

<sup>2</sup> Women's Role in Coordination. (2019). P. 1-2.

<sup>3</sup> Women's Role in Coordination. (2019). P. 2.

<sup>4</sup> Women's Role in Coordination. (2019). P. 1-2.

### 3.3.5 TOOL 1: GENDER MAINSTREAMING TIP SHEET: GENDER EQUALITY IN EMERGENCY PROJECT DESIGN

#### Context

The Gender Mainstreaming Tip Sheet can be used in the project design phase of CCCM projects to address gender equality. It provides a concise overview of entry points for including gender-responsive strategies. While focused on shelter projects, the phases of project design are applicable to CCCM projects and programming.

#### Summary

The three entry points in project design identified as being key for addressing gender equality are in 1) project background/ needs assessment 2) activities, and 3) outcomes.<sup>1</sup> The chart provided in the toolkit includes examples of how-to bring gender in at each stage, with the aim to result in fully mainstreamed projects.

The needs assessment phase should include a specific gender analysis to understand at the beginning the social and gender dynamics that could impact camp management practices and delivery of services.<sup>1</sup> The chart provides examples of questions to answer in the gender analysis.<sup>1</sup> The analysis conducted in the needs assessment should identify gender disparities and areas in need of gender-responsive activities. The tip sheet provides an example of gender-specific issues and possible response activities to address them.<sup>2</sup>

The outcomes section provides guidance on using gender-specific language for outcome statements to ensure that any difference in outcomes for males and females is visible and that monitoring and accountability for project impacts takes these differences into account.<sup>3</sup> Examples of gender outcome statements are provided along with explanations on why the language used is important.<sup>2</sup> Brief examples of targeted actions to address gender-based violence and inequality are also provided.<sup>2</sup>

#### Full Text

[Gender Mainstreaming Tip Sheet: Gender Equality in Emergency Project Design](#)

### 3.3.6 TOOL 2: QUESTIONNAIRE ON WOMEN AND ADEQUATE HOUSING

#### Context

This questionnaire is intended to solicit information from states, local authorities, civil society, and other stakeholders about the state of women's access to housing and land services in a country. These questions could be used to as guidance for CCCM practitioners conducting an HLP assessment or engaging with local authorities to understand the HLP context for women.

#### Summary

The questionnaire is divided into two parts: the general legal and policy frameworks and a set of questions inquiring about specific elements of the right to adequate housing/land.

The first set of questions<sup>4</sup> is focused on understanding existing legal and policy frameworks that either ensures women's access to housing, inhibit women's access to housing, impact gender equality/particularly vulnerable groups, and ask for examples on how these frameworks impact women. The questions also aim to gain an understanding of how historical cultural, religious, and traditional factors impact equal access of women to housing and land related services. This set of questions can be used as guiding questions to comprehensively gain a broad understanding of the HLP landscape for women at the legal and policy level.

The second set of questions<sup>5</sup> are focused on gaining information about the following specific elements as they pertain to women: legal security of tenure, access to public goods and services, access to natural resources, affordability, habitability, physical accessibility, location, cultural adequacy, freedom from dispossession/destruction, access to information, participation, resettlement and

<sup>1</sup> Shelter Cluster. Gender Mainstreaming Tip Sheet: Gender Equality in Emergency Project Design. Pg. 1.

<sup>2</sup> Shelter Cluster. Gender Mainstreaming Tip Sheet: Gender Equality in Emergency Project Design. Pg. 2.

<sup>3</sup> Shelter Cluster. Gender Mainstreaming Tip Sheet: Gender Equality in Emergency Project Design. Pg. 3.

<sup>4</sup> Questionnaire on Women and Adequate Housing. Office of the High Commissioner for Human Rights (OHCHR). (2004). P.3-4.

<sup>5</sup> Questionnaire on Women and Adequate Housing. Office of the High Commissioner for Human Rights (OHCHR). (2004). P.7-9.

restitution, privacy and security, access to remedies, education and empowerment, and freedom from GBV. Explanations for why each topic is important and a sample question to gain specific information about each topic is provided.

#### Full Text

[Questionnaire on Women and Adequate Housing](#)

### 3.3.7 TOOL 3: GENDER LAND TOOLS- ACHIEVING SECURE TENURE FOR WOMEN AND MEN

#### Context

This document provides a framework of multi-stage methodologies and strategies for developing gender-responsive land tools that promote equal tenure security for women and men in both the urban and rural sector. The methodologies and strategies are scalable and focused on a multi-stakeholder approach. This framework for gendering land tools is useful for CCCM practitioners engaging with HLP programming, land management and administration, or working on advocacy for gender-responsive land-management practices with local actors.

#### Summary

The objective of this mechanism is to provide equitable land governance models that can be adapted to different contexts and to specific objectives. It is comprised of eight different components:

- 1) Create a gender-responsive environment: Guidance on gender mainstreaming and establishing conceptual clarity in different cultural contexts.<sup>1</sup>
- 2) Review gendered land issues: Guidance on identifying women's property issues, using sex disaggregated data, and understanding the legal context.<sup>2</sup>
- 3) Determine objectives through gendered land analysis: Guidance on content that should be included in a gendered land analysis and gender dimensions required in a land analysis.<sup>3</sup>
- 4) Establish framework of principles, values, and priorities: Guidance on engaging with different models of land governance.<sup>4</sup>
- 5) Take inventory of gendered tools: Guidance on documentation, auditing tools for monitoring and learning, and information sharing.<sup>5</sup>
- 6) Piloting and scaling up: Guidance on piloting land tools and scaling up community tools.<sup>6</sup>
- 7) Evaluate gendered tools: Information on what the evaluation criteria should entail, and different methods of evaluation.<sup>7</sup>
- 8) Improve land governance: Opportunities for stakeholder participation, using gendered land tools for advocacy, and training and capacity building.<sup>8</sup>

A table briefly describing the associated activities for each component is provided.<sup>9</sup> Additionally, a table detailing 13 strategies for implementing gendered land tools, with corresponding objectives and example outputs/activities is provided.<sup>10</sup>

#### Full Text

[Gender Land Tools- Achieving Secure Tenure for Women and Men](#)

### 3.3.8 TOOL 4: ASSESSING HOUSING, LAND, PROPERTY AND NATURAL RESOURCE TENURE ISSUES FOR DISPLACEMENT-AFFECTED WOMEN – QUESTIONNAIRE

<sup>1</sup> UN Habitat. Gendering Land Tools. Achieving Secure Tenure for Women and Men. (2008). P.14-15.

<sup>2</sup> UN Habitat. Gendering Land Tools. (2008). P.16-17.

<sup>3</sup> UN Habitat. Gendering Land Tools. (2008). P.19.

<sup>4</sup> UN Habitat. Gendering Land Tools. (2008). P.20-21.

<sup>5</sup> UN Habitat. Gendering Land Tools. (2008). P.23.

<sup>6</sup> UN Habitat. Gendering Land Tools. (2008). P.24-25.

<sup>7</sup> UN Habitat. Gendering Land Tools. (2008). P.26-27.

<sup>8</sup> UN Habitat. Gendering Land Tools. (2008). P.28-30.

<sup>9</sup> UN Habitat. Gendering Land Tools. (2008). P.13.

<sup>10</sup> UN Habitat. Gendering Land Tools. (2008). P.32-36.

## Context

The questionnaire is intended to be used to inform the design of a gender-sensitive HLP assessment.

## Summary

The questionnaire can be adapted as necessary to fit local/regional/national contexts and type of interviewees. The questions are divided into different phases of displacement with the acknowledgement that these phases overlap in reality. The questions are clustered under the following phases:

- HLP Situation During Emergencies/Protracted Displacement: Understanding existing laws/rules that regulate tenure arrangements that affect women's health and livelihood, barriers for displaced women-headed households (WHH), representation in tenure arrangements, how other sectors are addressing women's tenure rights.<sup>1</sup>
- HLP Situation in Area of Origin: Familial gender roles and responsibilities surrounding land and tenure, community understandings of ownership, customary/national laws affecting women's tenure/ownership, matrimonial and inheritance laws.<sup>2</sup>
- HLP Issues in Context of Return and Reintegration: Existing mechanisms for restitution/compensation for dispossession and how processes are facilitated for women, how conflicts/disputes over HLP and natural resources are resolved/managed, what kind of disputes are disproportionately affecting women.<sup>3</sup>

## Full Text

[Assessing HLP and Natural Resource Tenure Issues for Displacement Affected Women Sample Questionnaire](#)

## 3.3.9 TOOL 5: GUIDE TO ESTABLISHING A WOMEN'S COORDINATION NETWORK

### Context

The guide is intended to be used to support displaced women in developing strong networks that will enable them to leverage additional support and services for their communities and link women to service providers. This could be used by CCCM practitioners to help women access resources and find options to navigate and resolve HLP and tenure security disputes especially after camp or collective center closure, have more bargaining power in their tenure situations, and build a support system to improve resiliency after camp or collective center closure, or in the event of an eviction.

### Summary

The Women's Coordination Network (WCN) supports and facilitates women in connecting with other women from the community, NGOs, authorities, private businesses, and/or voluntary groups.<sup>4</sup> The primary goals for a WCN is to achieve the following:

- Expand the number of influential stakeholders women have access to;<sup>1</sup>
- Increase women's collective and individual confidence;<sup>1</sup>
- Enhance women's participation in and influence on public life;<sup>1</sup>
- Improve women's ability to solve problems and generate positive outcomes for their families and communities.<sup>1</sup>

The guide includes an explanation of the role of the supporting agency in supporting the establishment of a WCN.<sup>1</sup> The fourth part of the guide provides a useful diagram detailing the 5 key steps to establishing a WCN on a 6–24-month timeline.<sup>5</sup> Tips for each step are also included. Part five outlines the suggested participants in the WCN, highlighting the need for stakeholder mapping.<sup>6</sup>

Part six provides a suggested workplan timeline for arranging workshops and capacity building/training sessions on a six-month timeline.<sup>3</sup> Part seven explains the importance of connecting the local authorities with the WCN if it is possible.<sup>7</sup>

The final section, Part 8, discusses the exit strategy and emphasizes the need for the supporting agency to make clear from the beginning that the support is time-bound. Examples of questions and key considerations are provided.<sup>8</sup>

<sup>1</sup> Assessing Housing, Land, and Property and Natural Resource Tenure Issues for Displacement-Affected Women-Questionnaire. (2021). P.2-3.

<sup>2</sup> Assessing HLP and Natural Resource Tenure Issues for Displacement-Affected Women-Questionnaire. (2021). P.4-5.

<sup>3</sup> Assessing HLP and Natural Resource Tenure Issues for Displacement-Affected Women-Questionnaire. (2021). P.6.

<sup>4</sup> Guide to Creating a Women's Coordination Network. NRC Community Coordination Toolbox. Chapter 3 – Women's Coordination Network. (2020). P.1.

<sup>5</sup> Guide to Creating a Women's Coordination Network. NRC Community Coordination Toolbox. (2020). P.2.

<sup>6</sup> Guide to Creating a Women's Coordination Network. NRC Community Coordination Toolbox. (2020). P.3.

<sup>7</sup> Guide to Creating a Women's Coordination Network. NRC Community Coordination Toolbox. (2020). P.4.

<sup>8</sup> Guide to Creating a Women's Coordination Network. NRC Community Coordination Toolbox. (2020). P.4.

[Full Text](#)

[Guide to Establishing a Women's Coordination Network](#)

### 3.3.10 FURTHER READING

[Life Can Change: Securing Housing, Land, and Property Rights for Displaced Women](#)

[Displaced Women and Homelessness](#)

[Consolidating Gains- Displaced Women's Housing Land and Property Rights in Africa](#)

[Problem Based Network Mapping Template](#)

[Sample Tools of Reference for WCN](#)

[Coordination Skills for WCN](#)

[Guiding Questions for Service Providers Template](#)

[IOM Gender Evaluation Tip Sheet](#)

[Security of Tenure for Older Women](#)

[Gendered Aspects of Land Rights](#)

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## 3.4 CONFLICT MANAGEMENT & MEDIATION

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### 3.4.1 OVERVIEW

HLP issues are one of the biggest causes of conflict and disputes and can also greatly inhibit the provision of services and assistance. As such, having the ability to identify local dispute resolution mechanisms, understand customary and regulatory practices, and facilitate alternative dispute resolution processes can help CCCM practitioners navigate and resolve HLP and tenure-security related disputes. Understanding the HLP context early on in CCCM responses can also aid CCCM actors in preventing future conflict and engage in support advocacy for more equitable HLP and tenure security practices.

The tools and resources in this section are focused on guidance in alternative conflict management and dispute resolution strategies, intervening in land-related conflict, and facilitating mediation processes.

### 3.4.2 RESOURCE 1: LAND TENURE ALTERNATIVE CONFLICT MANAGEMENT

#### Context

This manual focuses on managing and resolving conflicts over land tenure rights, security of tenure, and land access. Useful for CCCM practitioners operating in areas with multiple types of tenure arrangements where disputes over rights exist and mediation techniques are needed. If there is not capacity to facilitate a full mediation process, the principles in resolving and assessing conflict can still apply. A review is provided at the end of each chapter with real-life examples to help readers apply the content to their specific situations.

#### Summary

The manual is divided into two parts: Part A- Analysis,<sup>1</sup> and Part B-Management.<sup>2</sup> The analysis section includes an overview of the Land tenure context, Stakeholders and power relations, and conflict. The Management section includes options for conflict management in land tenure, the mediation process, and managing mediation.

A useful diagram illustrating the multiple layers and dimensions of land tenure conflicts is provided that is useful for CCCM practitioners addressing HLP issues to understand the factors that should be considered before intervening in resolving conflicts or disputes over land.<sup>3</sup> Following this is an explanation of how land in each context is tied to social capital, political and institutional settings, economic frameworks, and relevant legal aspects.<sup>4</sup> An exercise for outlining the context of land and social capital is provided for practitioners to use is provided.<sup>5</sup>

The manual explains different types of land administration systems, Land Title, Land Registry, Cadastre, and Land Use Regulations, and how they can contribute to conflicts and disputes over land.<sup>6</sup> An exercise for mapping out the political and institutional infrastructure is provided for practitioners to apply to their specific contexts.<sup>7</sup>

The manual contains a detailed section on Land Tenure, including a diagram and information about how the formal legal and informal customary and extra-legal contexts impact tenure.<sup>8</sup> The laws and corresponding regulations and institutions that implement and enforce them that actors addressing HLP and land tenure should be familiar with are outlined, and an exercise for understanding the relevant legal aspects to a conflict over land is provided to help practitioners understand their legal context.<sup>9</sup>

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<sup>1</sup> Herrera, Adriana. Guglielma da Passano, Maria. Land Tenure Alternative Conflict Management. Food and Agriculture Organization (FAO). (2006). P.17-60.

<sup>2</sup> Land Tenure Alternative Conflict Management. (FAO). (2006). P.69-111.

<sup>3</sup> Land Tenure Alternative Conflict Management. (FAO). (2006). P. 17.

<sup>4</sup> Land Tenure Alternative Conflict Management. (FAO). (2006). P. 18-23.

<sup>5</sup> Land Tenure Alternative Conflict Management. (FAO). (2006). P. 23-24.

<sup>6</sup> Land Tenure Alternative Conflict Management. (FAO). (2006). P. 29-30.

<sup>7</sup> Land Tenure Alternative Conflict Management. (FAO). (2006). P.30-31.

<sup>8</sup> Land Tenure Alternative Conflict Management. (FAO). (2006). P.32,35.

<sup>9</sup> Land Tenure Alternative Conflict Management. (FAO). (2006). P.37-39.



Chapter two thoroughly details how stakeholders and power relations impact land dispute and suggested tools for analyzing stakeholders needs and power relations is provided.<sup>1</sup> Specific guidance on female stakeholder groups and power imbalances is also provided.<sup>2</sup> The chapter includes detailed instructions for facilitating participatory conflict mapping, which is a helpful tool for understanding the contextual network for a conflict.<sup>3</sup>

Chapter 3 is interactive and indented to help practitioners understand how the knowledge acquired in the first part of the manual can be applied in the field, organize information while approaching a conflict, and help them enable stakeholders to have a wider and deeper understanding of land disputes/conflict. A template for synthesizing and analyzing information when approaching a conflict is provided.<sup>4</sup> Examples and graphics of the following maps are provided: context, dimension, conflict identification, stakeholders, power, and diagnostic.<sup>5</sup>

Part B, Management, provides a range of options for conflict management, with the last section focused on providing practitioners with tools to help stakeholders select the most appropriate management option for each conflict. Chapter 4 covers a range of options for conflict resolution, describing challenges, benefits, and different contexts.<sup>6</sup> Templates for non-consensual/formal resolution,<sup>7</sup> consensual/informal resolution,<sup>8</sup> and factors to consider for selecting the best alternative are provided.<sup>9</sup> Chapter 5 focuses on the mediation processes and the role of the mediator, including a template with questions to ask when entering the mediation process.<sup>10</sup> Finally, Chapter 6 provides guidance to practitioners through a practical conflict management process through example questions to ask when assessing a conflict situation.<sup>11</sup>

#### Full Text

#### [Land Tenure Alternative Conflict Management](#)

### 3.4.3 RESOURCE 2: QUICK GUIDE TO LAND AND CONFLICT PREVENTION

#### Context

This resource provides essential information, procedural guidance, and key messages for prevention, mitigation and resolution of land-related conflicts. Useful for CCCM actors addressing HLP issues in any context where conflicts over land are present.

#### Summary

The guidance provides a range of diplomatic approaches, such as dialogue and mediation techniques, for managing conflicts that arise over competing interests and claims over land. The approach relies on cooperative and facilitative processes to reach agreements that all parties can adhere to.

A four-step process<sup>12</sup> is outlined to provide a procedural framework for identifying, assessing, and addressing land-related disputes. These include: 1) Scoping, 2) Assessment, 2) Proposing response options, 4) Ensuring effective roles. A set of general principles<sup>1</sup> and objectives<sup>13</sup> focused on capacity building, local knowledge, and accessibility that should guide the process are outlined. Background and guidance on legal pluralism and conflict, and how this relates to land issues is detailed, included an example from Liberia.<sup>14</sup>

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<sup>1</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P.46-48.

<sup>2</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 48.

<sup>3</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 49.

<sup>4</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 61-64.

<sup>5</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 65-67.

<sup>6</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 71-76.

<sup>7</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 77.

<sup>8</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 88.

<sup>9</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 92.

<sup>10</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 104-105.

<sup>11</sup>Land Tenure Alternative Conflict Management. (FAO). (2006). P. 113-121.

<sup>12</sup>Bruce, John. Holt, Sally. Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P.5.

<sup>13</sup>Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P.6.

<sup>14</sup>Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P.6-7.

The fourth section provides a framework<sup>1</sup> for assessing and addressing conflicts over land through international law and practice, including information about the fundamental right to land and resource, and specifically HLP rights.<sup>2</sup> Also outlined are international rights related to land for specific groups, such as women, children, Indigenous peoples, minorities, and refugees/IDPs, and various international agreements that protect these rights.<sup>3</sup>

Guidance on Step 1 of the process (Scoping) is provided, aimed at conflict prevention actors identifying potential conflicts in each context.<sup>4</sup> Step 2 (Assessment)<sup>5</sup> is outlined, including guidance on conducting a stakeholder analysis,<sup>6</sup> assessing legal and institutional frameworks,<sup>7</sup> and assessing customary land tenure and its interaction with national law.<sup>8</sup> Step 3 (Proposing response options)<sup>9</sup> covers institutional strengthening,<sup>10</sup> methods for facilitating dispute resolution,<sup>11</sup> building security of tenure to avoid displacement,<sup>12</sup> and limiting dispossession.<sup>13</sup> Step 4 (Ensuring effective roles)<sup>14</sup> provides guidance on promoting needs responses, local community empowerment, and coordination.

[Full Text](#)

[Quick Guide to Land and Conflict Prevention](#)

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<sup>1</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P.7-9.

<sup>2</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P.8.

<sup>3</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P.10.

<sup>4</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P.11-13.

<sup>5</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 13-16.

<sup>6</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 13.

<sup>7</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 14.

<sup>8</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 15.

<sup>9</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 17-24.

<sup>10</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 17.

<sup>11</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 18.

<sup>12</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 19.

<sup>13</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 21-23.

<sup>14</sup> Quick Guide to Land and Conflict Prevention. USAID, UKAID. (2013). P. 24.

### 3.4.4 GUIDANCE NOTE: INTEGRATING HOUSING, LAND, AND PROPERTY ISSUES INTO KEY HUMANITARIAN, TRANSITIONAL, AND DEVELOPMENT PLANNING PROCESSES – SECTION 3, THEME 2 – HLP RIGHTS AND PEACE PROCESSES, PEACEKEEPING, AND PEACEBUILDING

#### Context

The note provides guidance on including HLP issues in peace processes and agreements, however, the suggested entry points and recommendations for HLP programming can be used in CCCM practices addressing HLP issues or intervening in HLP disputes.

#### Summary

Key entry points that are highlighted for introducing HLP programming and relevant to CCCM is in capacity building for disputing parties<sup>1</sup> and identification of priority areas.<sup>2</sup> The suggestions for HLP programming that are relevant to CCCM practices include the following:

- Collect information on historic HLP Grievances;<sup>7</sup>
- Assess conflict-induced HLP rights violations;<sup>7</sup>
- Assess HLP-relevant legal frameworks;<sup>3</sup>
- Identify statutory and customary justice and dispute resolution mechanisms;<sup>8</sup>
- Conduct awareness-raising and information provision on HLP issues, including “know your rights” campaigns;<sup>8</sup>
- Identify needs for eviction protection.<sup>8</sup>

The outlined suggestions for HLP programming can be useful to integrate into CCCM project planning.

#### Full Text

[Guidance Note: Integrating HLP](#)

### 3.4.5 TOOL 1: LAND & CONFLICT – A TOOLKIT FOR INTERVENTION

#### Context

Provides a practical introduction to the relationship between land and conflict, a range of programmatic interventions to address conflicts surrounding land issues, how various interventions can inadvertently cause land conflicts, and guidance on land-related programming. This useful for CCCM practitioners engaging with any projects where land disputes could occur. The Rapid Appraisal Guide provided in this toolkit will help CCCM practitioners determine which land issues are most relevant to conflict in different settings, which can be used in any context. Existing USAID mechanisms and implementing partners that work on land issues is also provided, which can help CCCM practitioners identify resources for extra support.

#### Summary

The first section of the toolkit provides a general overview of the key issues that contribute to conflict over land, including key failures that lead to tenure insecurity.<sup>4</sup> Six key Lessons learned from land conflicts in Uganda, Angola, Rwanda, Burundi, Tajikistan, Kyrgyzstan, Papua New Guinea, urban Peru, Brazil, and Colombia are provided, focused on framing interventions by sector and combining interventions with complementary activities/approaches.<sup>5</sup>

A checklist of general considerations to analyze upon intervening in disputes/conflict over land-related issues is provided.<sup>6</sup>

<sup>1</sup> Guidance Note: Integrating Housing, Land, and Property Issues into Key Humanitarian, Transitional, and Development Planning Processes. Section 3, Theme 2. Global Protection Cluster. (2018). P.14.

<sup>2</sup> Guidance Note: Integrating HLP Issues into Key Humanitarian, Transitional, and Development Planning Processes. Section 3, Theme 2. Global Protection Cluster. (2018). P.15.

<sup>3</sup> Guidance Note: Integrating HLP Issues into Key Humanitarian, Transitional, and Development Planning Processes. Section 3, Theme 2. Global Protection Cluster. (2018). P.16.

<sup>4</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 3-7.

<sup>5</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 8-11.

<sup>6</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 13.

The toolkit provides examples of innovative programs addressing land issues under the following thematic areas: 1) alleviating inequities in land holdings,<sup>1</sup> 2) increasing and protecting tenure security,<sup>2</sup> 3) identifying and resolving conflicting claims to land,<sup>3</sup> 4) responding to population displacement and return,<sup>9</sup> 4) responding to population displacement and return, and 5) post-conflict land issues.<sup>4</sup>

The goal of the provided Rapid Appraisal Guide is to assist practitioners in understanding which land issues are most relevant to conflict in the context in which they are operating in, and what programmatic could be employed to address them. The guide is divided by the categories of questions, with subcategories and lists of recommended questions under the following categories: 1) Basic Questions (legal, political, operational, governance considerations),<sup>5</sup> 2) Questions about Land issues Pertinent to Conflict (status of person being interviewed, sub-themes within land and conflict, tenure insecurity, displacement/refugee situations).<sup>6</sup>

[Full Text](#)

[Land and Conflict- A Toolkit for Intervention](#)

### 3.4.6 TOOL 2: LAND AND CONFLICT – A HANDBOOK FOR HUMANITARIANS

**Context**

This handbook has been prepared by UN-Habitat at the request of the Early Recovery Cluster to provide guidance on addressing land issues in a post-conflict environment, with specific guidance provided on camps. The target audience is both emergency and early recovery humanitarian workers with a limited background in land, but whose work is impacted by issues related to land.

**Summary**

The following key issues and corresponding case studies relevant to CCCM and HLP are covered in this handbook:

- Land Disputes: Democratic Republic of Congo, Timor, Burundi, Kosovo<sup>7</sup>
- Land Records: Cambodia, Somalia, Timor, Burundi<sup>8</sup>
- HLP in Displacement and return: Kenya, Sudan<sup>9</sup>
- Vulnerable groups (land rights of women, children, minorities, Indigenous groups, soldiers, disabled groups): Liberia<sup>10</sup>
- Urban Settlements<sup>11</sup>
- Camps: Jordan<sup>12</sup>
- Natural Resources: Sierra Leone, Cambodia, Liberia, South Sudan<sup>13</sup>

Each Key Issue contains an introduction which presents the issue and how it will impact the work of humanitarians and early recovery actors, an outline of the dimensions of the challenge, a strategy for action to address the issues, “do no harm” guidance, country case studies, and additional tools and references.

[Full Text](#)

[Land and Conflict: A Handbook for Humanitarians](#)

<sup>1</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 14.

<sup>2</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 15.

<sup>3</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 16.

<sup>4</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 17.

<sup>5</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 18-19.

<sup>6</sup> Land and Conflict. A toolkit for Intervention. USAID. (2004). P. 19-20.

<sup>7</sup> Land and Conflict: A Handbook for Humanitarians. UN Habitat. (2009). P.8-11.

<sup>8</sup> Land and Conflict. UN Habitat. (2009). P.9-16.

<sup>9</sup> Land and Conflict. UN Habitat. (2009). P.19.

<sup>10</sup> Land and Conflict. UN Habitat. (2009). P.22.

<sup>11</sup> Land and Conflict. UN Habitat. (2009). P.26-27.

<sup>12</sup> Land and Conflict. UN Habitat. (2009). P.29-30.

<sup>13</sup> Land and Conflict. UN Habitat. (2009). P.35-38.

### 3.4.7 TOOL 3: HOUSING, LAND AND PROPERTY SITUATION ASSESSMENT AND ACTION PLANNING TOOL

#### Context

This assessment tool provides sets of inquiries about laws, policies, stakeholders, and powerholders as they relate to HLP conflicts to both identify relevant categories of information and analyze their significance. This is intended to facilitate the development of an action plan or policy to address HLP issues. These questions are useful for CCCM practitioners engaging with local institutions on HLP matters or to aid in contextual understanding during site selection.

#### Summary

The tool is organized by clusters of questions under different categories related to HLP conflicts, rules and institutions. Each cluster of questions includes an explanatory text providing context and guidance on how the information gathered would inform the development of an HLP action plan.

The questions are clustered under the following categories:

#### HLP Conflicts

- **Typology:** Understanding the depth of the HLP conflict/dispute, potential for escalation, history of escalation, relevancy to past laws, policies, or disputes, and disparity of effects between men and women.<sup>1</sup>
- **Geographic Dimension:** Boundaries of dispute/conflict, potential for dispute/conflict to grow, broader political influences, demographics of affected population, role of migration, and how geographic/climate trends influence the conflict/dispute.<sup>2</sup>
- **Time Dimension:** How the dispute/conflict has peaked or subsided to understand the trajectory of the dispute/conflict.<sup>3</sup>
- **Parties to HLP Disputes:** Responsible actors, role of civil society, local governments, international organizations, and advocacy groups, political context, role of neighboring states, and prior foreign interventions.<sup>4</sup>
- **Historical Context:** Understanding historical background of dispute, development of the country, how migration shaped the country, historical trends of land use and conflict/dispossession, role of women and land management, and historical significance of natural resources.<sup>5</sup>

#### HLP Rules

- **International Obligations:** Understanding relevant multi-lateral and human rights agreements, influence or presence of peace treaties, and discrimination of ethnic minority or Indigenous groups.<sup>6</sup>
- **Inventory of Domestic Formal Rules:** Constitutional frameworks, relevant statutory laws, relevant executive decrees, and administrative by-laws and implementing regulations.<sup>7</sup>
- **Patterns of Recognition of Informal and Customary Rules:** Officially recognized customary, religious, and community laws, conversion of informal and customary rights through titling, conditional recognition of customary rights, and unrecognized informal and customary rights.<sup>8</sup>
- **Policies Supported by Statutory Law:** Who formally owns the land, customary recognitions of ownership, safeguards/protections/laws for women owning land/property, community practices of land management, formal titling practices, and how laws serve/inhibit community land ownership.<sup>9</sup>

#### HLP Institutions

- **Rulemaking Institutions:** legitimacy of formal/statutory law-making systems, relationship between formal/statutory law making systems, and national perceptions of legislative bodies.<sup>10</sup>

<sup>1</sup> Housing, Land, and Property Situation Assessment and Action Planning Tool. P.3.

<sup>2</sup> HLP Situation Assessment and Action Planning Tool. P.3-4.

<sup>3</sup> HLP Situation Assessment and Action Planning Tool. P.4.

<sup>4</sup> HLP Situation Assessment and Action Planning Tool. P.5.

<sup>5</sup> HLP Situation Assessment and Action Planning Tool. P.5-6.

<sup>6</sup> HLP Situation Assessment and Action Planning Tool. P.7.

<sup>7</sup> HLP Situation Assessment and Action Planning Tool. P.8.

<sup>8</sup> HLP Situation Assessment and Action Planning Tool. P.9.

<sup>9</sup> HLP Situation Assessment and Action Planning Tool. P.10.

<sup>10</sup> HLP Situation Assessment and Action Planning Tool. P.11.

- Adjudicatory Institutions: Existence and legitimacy of adjudication bodies, presence of informal adjudication bodies, perception of formal adjudication bodies, and available remedies for HLP disputes.<sup>1</sup>
- Record-keeping institutions: accessibility of record-keeping institutions, community processes of documentation, reliability of formal documentation.<sup>2</sup>

[Full Text](#)

[HLP Situation Assessment and Action Planning Tool](#)

### 3.4.8 FURTHER READING

[United Nations Guidance for Effective Mediation](#)

[ILO Code of Ethics for Mediators](#)

[Mediation Ethics Guidelines](#)

[USAID Alternative Dispute Resolution: A Practitioner's Guide](#)

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<sup>1</sup> HLP Situation Assessment and Action Planning Tool. P.12.

<sup>2</sup> HLP Situation Assessment and Action Planning Tool. P.3.

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## 3.5 CAMP CLOSURE AND TRANSITION

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### 3.5.1 OVERVIEW

Acquiring, transferring, and having a clear understanding of HLP rights and HLP rights holders is critically important to camp closure and transition activities. Establishing HLP rights and responsibilities is also important for environmental planning of camps, ensuring environmental protection, and environmental rehabilitation after camp closure. Addressing HLP rights will also enable CCCM practitioners to identify rights to natural resources, aid in resolving disputes, and coordinate the provision of services from local municipalities or institutions.

The resources and tools in this section focus on engaging with HLP rights related to environmental protection and natural resources, transferring rights during transition and camp closure, and acquiring and transferring HLP rights in collective centers.

### 3.5.2 RESOURCE 1: ENVIRONMENTAL PERSPECTIVES OF CAMP PHASE-OUT AND CLOSURE: A COMPENDIUM OF LESSONS LEARNED FROM AFRICA

#### Context

This document provides a detailed overview of recurring issues, lessons learned, and experiences of camp phase-out and closure from eight African countries focused specifically on environmentally responsible camp phase-out and closure planning, addressing environmental damage caused during the lifespan of a camp, and reducing environmental impacts of humanitarian responses. HLP rights are important to the environmental planning of camps because having a clear identification of ownership and responsibility is central to ensuring accountability and enforcement of environmental safeguarding.

The targeted audience for this document is any CCCM actors planning camp phase-outs and closure activities, as the lessons learned are generalizable to planning camp closures, clean-up, infrastructure hand overs, and rehabilitation of hosting areas both in Africa and environmentally sensitive areas and in broader contexts.

#### Summary

UNHCR hosted a regional African workshop on Camp phase-out and closure to draw on experiences from participants from Ethiopia, Kenya, Liberia, Rwanda, Sudan, Tanzania, and Uganda, and international agencies. These participants highlighted the following key recurring issues:<sup>1</sup>

- Ownership of camp closure process
- Lack of environment and camp closure prioritization
- Lack of Involvement of development agencies
- Local authority and community participation
- Environmental mainstreaming
- Lack of on-the-ground capacity
- Clear roles and responsibilities
- Capacity and resources

The main findings and recommendations from the workshop are organized around four key aspects of camp closure: 1) planning,<sup>2</sup> 2) implementation,<sup>3</sup> 3) environmental rehabilitation,<sup>4</sup> and 4) monitoring and evaluation.<sup>5</sup>

Phase 1 – Planning, provides a detailed overview of key issues related to camp closure, including when a camp closure should be developed,<sup>6</sup> guidance on mainstreaming environmental concerns in camp management and engaging government and private

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<sup>1</sup> UNHCR, CARE, IUCN. Environmental Perspectives of Camp Phase-out and Closure. A Compendium of Lessons Learned from Africa. (2007). P. 4.

<sup>2</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 11-18.

<sup>3</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 18-22.

<sup>4</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 23-27.

<sup>5</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 28-29.

<sup>6</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 11.

landlords in planning for camp closure,<sup>1</sup> establishing the time of camp closure,<sup>2</sup> and key lessons learned on planning for camp closure.<sup>3</sup> Some of these lessons that could be integrated with HLP-responsive activities include: establishing agreements with landlords for the use of land for the establishment of camps at the outset and maintaining relationships, engaging government bodies from onset of IDP crisis and sustaining relationships helps facilitate camp closure and rehabilitation, camp closure planning workshops proved to be a useful forum for understanding stakeholder needs, and community leadership is essential for effective planning.<sup>8</sup>

Phase 2 – Implementation, details guidance on implementing camp closure plans, including an outline of essential data required for effective camp closure,<sup>4</sup> camp clean-up activities,<sup>5</sup> guidance on handing over infrastructure, the role of environmental specialists, and demarcating burial sites.<sup>6</sup> Key lessons on implementing camp closure that are relevant to addressing HLP and tenure security issues include: involving local government already in the planning phase helped facilitate handover, protected permanent structures from looting, and improved planning for future uses, planning camp consolidation at the beginning of peak repatriation season helped save financial and environmental resources, and conflict resolution meetings were effective at increasing mutual understanding between IDPs and host communities.<sup>7</sup>

Phase 3- Rehabilitation, is described as the phase of the camp closure process where efforts are made to either return the former camp area to its former environmental state or develop a plan to assist the land in being used for an alternative purpose. Interventions at this stage are longer-term and should be the stage where engagement with development agencies takes place.<sup>8</sup> Topics covered in this phase include rehabilitation activities,<sup>9</sup> spatial extent of rehabilitation,<sup>10</sup> and the role of community participation in rehabilitation.<sup>11</sup> Key lessons learned from rehabilitation relevant to HLP include that addressing land tenure is critical in circumstances where displaced persons elect to remain, community environmental action plans can serve as a bridge between rehabilitation and long-term development (this could include an HLP component), and quick impact projects should be introduced at the same time or before development activities.<sup>12</sup>

Phase 4- Monitoring and Evaluation focuses on the critical importance of learning from and within the community and provides a list of important factors for continued development efforts.<sup>13</sup> The primary key lesson learned is that the full involvement of the community is required to develop local monitoring tools.<sup>1</sup>

#### Full Text

#### [Environmental Perspectives of Camp Phase-out and Closure](#)

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<sup>1</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 12.

<sup>2</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 14.

<sup>3</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 17.

<sup>4</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P. 18.

<sup>5</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.19.

<sup>6</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.21.

<sup>7</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.22.

<sup>8</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.23.

<sup>9</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.25.

<sup>10</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.23.

<sup>11</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.26.

<sup>12</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.27.

<sup>13</sup> UNHCR, et al. Environmental Perspectives of Camp Phase-out and Closure. (2007). P.29.



### 3.5.3 RESOURCE 2: CAMP MANAGEMENT TOOLKIT: CH 7- CAMP CLOSURE

#### Context

This chapter provides guidance to camp management agencies (CMA) on developing camp closure processes that protect the population and adequately manage the site and its assets. The information provided is useful for CMAs linking camp closure to durable solutions and for CMAs operating in protracted displacement contexts, as guidance is provided for population growth, upgrades, sustainability of resources, and surrounding communities. This is relevant to HLP because central to identifying durable solutions is that IDPs have access to safe and effective mechanisms for addressing HLP and tenure security issues. This can include referrals to legal services or the HLP AOR if one exists. Eventually, establishing secure land and property management practices within the community and local governing bodies is important for sustaining durable solutions. The guidance considers the possibility of camps becoming a permanent settlement, town, or site of economic or social activity.

#### Summary

The chapter stresses the need that camp planning should account for longer-term services and infrastructure needs, meaning that secure HLP rights and tenure are needed to reduce risk of eviction and future displacement. Further, establishing consensus and understanding about land-use arrangements who has rights is important to prevent future conflicts and disputes.

The three types of durable solutions as stated by the IASC framework for durable solutions and in this chapter are as follows: 1) return to place of origin, 2) local integration into the community where displaced population has taken refuge, 3) resettlement in another part of the country or another country.<sup>1</sup> Each solution requires that HLP and tenure security be analyzed and addressed for the durable solutions to be sustained.

Information is provided for both voluntary and spontaneous return, including a contextual example of return from protracted displacement in the Philippines and Uganda where HLP issues were experienced.<sup>2</sup> An example of a “successful” handover of camp management and closure from Burundi is provided with an outline of actions taken, challenges encountered, and contributing factors to success.<sup>3</sup> Some of these contributing factors included the appointment of an exit coordinator to have someone dedicated to design, implement, and monitor the process, planning for exit and handover over two years in advance, and high retention of original camp management staff, which required a high level of engagement with national authorities.<sup>3</sup>

The chapter also details camp closure responsibilities and provides guidance on early exit planning,<sup>4</sup> stakeholder coordination,<sup>4</sup> assessing voluntariness,<sup>4</sup> implementing information campaigns,<sup>5</sup> and protecting at-risk groups.<sup>5</sup> A field example of planning “go-and-see” visits for camp residents to participate and be informed about the return process is provided.<sup>5</sup> Detailed guidance on administrating and terminating contracts and agreements is also provided, which is useful for navigating the termination or transfer of land and property use agreements.<sup>6</sup> Finally, there is an overall checklist of all the factors that should be considered for camp closure.

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#### Full Text

[Camp Management Toolkit](#)

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<sup>1</sup> IOM, NRC, UNHCR. Camp Management Toolkit. (2015). P. 107.

<sup>2</sup> IOM, NRC, UNHCR. Camp Management Toolkit. (2015). P. 108.

<sup>3</sup> IOM, NRC, UNHCR. Camp Management Toolkit. (2015). P. 110.

<sup>4</sup> IOM, NRC, UNHCR. Camp Management Toolkit. (2015). P. 111.

<sup>5</sup> IOM, NRC, UNHCR. Camp Management Toolkit. (2015). P. 112.

<sup>6</sup> IOM, NRC, UNHCR. Camp Management Toolkit. (2015). P. 113.

### 3.5.4 RESOURCE 3: COLLECTIVE CENTER GUIDELINES: CHAPTER 17- COLLECTIVE CENTER CLOSURE

#### Context

These guidelines provide direction on closure for CCCM practitioners specifically for collective centres. Guidance on durable solutions upon closure of collective centers, eviction, and transfer of ownership is provided. Information particularly relevant to HLP include privatization of collective centre buildings and establishing ownership.

#### Summary

The chapter on collective center closure is organized into two main sections: Evictions<sup>1</sup> and Moving Towards Durable Solutions.<sup>2</sup> The evictions section provides information on reasons for evictions, ensuring adequate future conditions, and resident participation.

The durable solutions section contains the most HLP-relevant content. Guidance is provided on vacating collective centers, including a field experience example of issuing long-term residence permits.<sup>3</sup> Information on privatization and ownership if the collective center building remains in use, including a field experience example from Georgie on granting long-term collective centre ownership to residents is provided.<sup>4</sup> Also provided is information on options for collective centre closure when the use is undecided or turned into social housing.<sup>4</sup>

A useful chart on different closure models provides information on different possible uses for collective center buildings after closer, possible outcomes for residents, advantages, and implications.<sup>5</sup>

#### Full Text

[Collective Center Guidelines \(CH 17: Collective Center Closure\)](#)

### 3.5.5 RESOURCE 4: MINIMUM STANDARDS FOR CAMP MANAGEMENT: CH 5 - EXIT AND TRANSITION

#### Context

This document is a guidance note for application of minimum actions needed to support meaningful engagement within a site as well as planning and coordination between sectors and agencies. The standards aim to clarify the role of any site management agencies working on a daily basis in humanitarian settings and to set out minimum levels of quality. The standards apply to camps and camp-like settings where IDPs and refugees seek protection and assistance. The standards were developed by the Camp Coordination and Camp Management (CCCM) Cluster. The primary audience for the standards are site managers that work in displacement sites. The standards are made up of actions, key indicators, and guidance notes to support the key actions.

#### Summary

Chapter 5 (Exit and Transition) of the document provides guidance and standards for the transferring of the site management and the closure of sites. Reasons for transition or closure can vary and as service provision phases out, camp sites remain and may become a permanent settlement, town or site of economic and social activity. Standards are required to ensure that protections are guaranteed and to make sure secondary displacement is not taking place.<sup>6</sup> The document provides for four standards to ensure appropriate exit and transition of camp sites:

5.1: Involves the transition of a new SMA and site management team and maintaining support site populations. Key actions include a transition or handover plan<sup>7</sup> and clear communication throughout the transition process, including sharing the transition plan with local authorities and establishing a caseload action plan to address site needs. Key indicators include percentage of site population satisfied with services and the use of community and partner consultations. The guidance note suggests building capacity through staff management and retentions.<sup>2</sup>

<sup>1</sup> Collective Center Guidelines. CCCM Cluster. (2010). P. 118-119.

<sup>2</sup> Collective Center Guidelines. CCCM Cluster. (2010). P. 120-123.

<sup>3</sup> Collective Center Guidelines. CCCM Cluster. (2010). P. 120.

<sup>4</sup> Collective Center Guidelines. CCCM Cluster. (2010). P. 121.

<sup>5</sup> Collective Center Guidelines. CCCM Cluster. (2010). P. 122.

<sup>6</sup> Minimum Standards for Camp Management. Chapter 5- Exit and Transition. CCCM Cluster. (2021). P. 62.

<sup>7</sup> Minimum Standards for Camp Management. Chapter 5- Exit and Transition. CCCM Cluster. (2021). P. 52.

5.2: Involve planned closures. Key actions list basic steps to ensure the site closure takes place in a planned and consultative manner, and that any impact on site populations is mitigated. Key indicators include percentage of service providing organizations that provide input on closure plans, feedback mechanisms, and percentage of protection issues that are reported and referred. The guidance note includes a Closure Checklist included in Chapter 7.<sup>1</sup>

5.3: Involves unplanned closure of sites and applies to the impacts of a forced returns or a partial/whole closure.<sup>2</sup> Key actions including ensuring basic services, working with key stakeholders, compiling a list of relocation needs (especially for female-headed households and large families) and ensuring participatory approaches. Key indicators and guidance notes are the same as 5.2.

5.4: Involves the rehabilitation and decommissioning of sites and ensuring local population needs are met while meeting local regulations and environmental needs.<sup>3</sup> Key actions include the consultation of stakeholders to ensure a rehabilitation and decommissioning plan, the mitigation of any negative environmental impacts, and participatory mechanisms in plan review and ensuring condition of the land and infrastructure is appropriate to return to host communities and local authorities. Key indicators are the mitigation of environmental concerns and the guidance note includes the suggestion to view the technical chapters of the Sphere Handbook for more details on rehabilitation of land.

#### Full Text

[Minimum Standards for Camp Management \(CH5, Exit & Transition\)](#)

### 3.5.6 RESOURCE 5: MINIMUM STANDARDS FOR CAMP MANAGEMENT: CH 3 – SITE ENVIRONMENT

#### Context

This document is a guidance note for application of minimum actions needed to support meaningful engagement within a site as well as planning and coordination between sectors and agencies. The standards aim to clarify the role of any site management agencies working on a daily basis in humanitarian settings and to set out minimum levels of quality. The standards apply to camps and camp-like settings where IDPs and refugees seek protection and assistance. The standards were developed by the Camp Coordination and Camp Management (CCCM) Cluster. The primary audience for the standards are site managers that work in displacement sites. The standards are made up of actions, key indicators, and guidance notes to support the key actions.

#### Summary

Chapter 3 (Site Environment) of the document provides guidance on the location and planning of a site and the impact of that process on the health and well-being of the displaced population and SMA's ability to manage daily activities. Specifically, the chapter suggests that planning for sites should always incorporate longer-term needs and expansion eventualities. In this, the document suggests the needs and capacities of the host communities in relation to services and basic infrastructure,<sup>4</sup> and lists two standards for Site Environment:

Standard 3.1 calls for “a safe and secure environment” for all site residents and service providers and lists key actions to achieve this.<sup>5</sup> Some of the key actions include observational and safety audits of the site that can include GBV assessments and the establishment of safety committees to assess site specific threats (pg 36). The key indicator for site environment is the percentage of recommended mitigation actions from a safety audit that become integrated into site maintenance and improvement plans. The document then lists 6 guidance notes to achieve this standard<sup>6</sup> and includes a link to a Safety and Security Checklist<sup>3</sup> in Chapter 12.

Standard 3.2 calls for an “appropriate environment” for site residents. The document provides actions to achieve this, including community participation in site development, community consultations to ensure needs are met, and engagement with community

<sup>1</sup> Minimum Standards for Camp Management. Chapter 5- Exit and Transition. CCCM Cluster. (2021). P. 54.

<sup>2</sup> Minimum Standards for Camp Management. Chapter 5- Exit and Transition. CCCM Cluster. (2021). P. 55.

<sup>3</sup> Minimum Standards for Camp Management. Chapter 5- Exit and Transition. CCCM Cluster. (2021). P. 56.

<sup>4</sup> Minimum Standards for Camp Management. Chapter 3- Site Environment. CCCM Cluster. (2021). P. 35.

<sup>5</sup> Minimum Standards for Camp Management. Chapter 3- Site Environment. CCCM Cluster. (2021). P. 36.

<sup>6</sup> Minimum Standards for Camp Management. Chapter 3- Site Environment. CCCM Cluster. (2021). P. 37.

leadership structures and other key stakeholders.<sup>1</sup> Key indicators include an agreed site plan with community involvement and the percentage of site population that indicate that the site reflects needs, safety, and priority. Thirteen guidance notes are listed to achieve this standard, and the document provides a Set-up Checklist in Chapter 7<sup>2</sup> and Checklist for Ensuring the Maintenance of Camp Infrastructure.<sup>5</sup>

[Full Text](#)

[Minimum Standards for Camp Management \(CH3, Site Environment\)](#)

### 3.5.7 FURTHER READING

[CCCM Case Studies - Environment](#)

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## 3.6 URBAN DISPLACEMENT

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### 3.6.1 OVERVIEW

Displacement trends have become more complex, protracted, and increasingly, urban. As a wider range of settlement options outside of camps and camp-like settings emerge, the context in which CCCM actors are providing essential assistance has become more diverse, and complex situations with neighboring host communities has emerged, including disputes over HLP rights and tenure security. As such, different approaches have been introduced, such as Area-based, Settlements, and/or Neighborhood approach to aid humanitarian responses in addressing some of the challenges that have emerged in dispersed camp contexts and informal settlements in urban areas. Settlements approach strategies, such as participatory mapping, community and municipal capacity building, and multi-sectoral engagement and collaboration, can be effective in addressing HLP and tenure security challenges, delivering essential services in diverse environments, and providing long-term solutions to integrating displaced populations in camp-like settings into host communities.

This section will highlight the relevance of CCCM activities and skill sets in applying settlements/area-based approaches to addressing urban displacement, and how these approaches can be used to address complex HLP and tenure security challenges through inclusive, multi-stakeholder, multi-sectoral, and community-led practices.

### 3.6.2 RESOURCE 1: DESK REVIEW URBAN DISPLACEMENT & OUTSIDE OF CAMP

#### Context

The guidance provided in this desk review is focused on issues and challenges of providing camp services to populations in urban displacement settings. The review identifies gaps, explains the context, and provides guidance to addressing urban and out of camp displacement. Tools and case studies are provided to help practically apply the guidance. This is useful for CCCM practitioners operating in urban displacement settings and other non-camp situations

#### Summary

The first section provides a general overview of urban displacement and objectives of the study. Part 2 outlines in detail eight key humanitarian challenges in urban settings,<sup>3</sup> focused on lack of coordination, commonly agreed upon approaches, policies, and criteria, and crossovers with the humanitarian and development sectors. Examples of successful strategies and activities for addressing these gaps is provided throughout the section, including an example of an urban profiling exercise from Delhi India<sup>4</sup> and early recovery response in the Philippines.<sup>5</sup>

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<sup>1</sup> Minimum Standards for Camp Management. Chapter 3- Site Environment. CCCM Cluster. (2021). P. 37-38.

<sup>2</sup> Minimum Standards for Camp Management. Chapter 3- Site Environment. CCCM Cluster. (2021). P. 41.

<sup>3</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.33.

<sup>4</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.34.

<sup>5</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.43.

Part 3 includes a table that provides examples of where CCCM, in partnership with other clusters/sectors, has developed strategies for working with IDPs outside of camps, including the displacement dynamics of each context and a brief description of the strategies and activities conducted outside of camps.<sup>1</sup> The locations include Burma/Myanmar and South Sudan. A helpful diagram visually displaying areas of CCCM expertise that are relevant to urban and outside of camp settings is provided.<sup>2</sup>

The study identifies five key areas of opportunity for intervention to improve responses to outside of camp contexts, including examples of tools, approaches, and strategies for each: 1) governance and community participation<sup>3</sup> (example from Haiti),<sup>4</sup> 2) information management<sup>5</sup> (example from Jordan),<sup>6</sup> 3) monitoring and advocacy for provision of protection and key services<sup>7</sup> (example from Niger),<sup>8</sup> 4) advocacy for durable solutions,<sup>9</sup> and 5) capacity building.<sup>10</sup>

Part 4 focuses on outlining a possible CCCM approach in urban and outside of camp settings. The Center for Communication and Community Management, or the centre approach, aimed at providing a physical space to facilitate coordinated responses that can be handed over to local governance/community structures is introduced.<sup>11</sup> This could be an effective strategy for providing a space for community members to work with local officials on HLP issues. Three possible modalities for a CCCM approach in urban and outside of camps settings are outlined: 1) communication center, 2) community engagement center, and 3) coordination center with a diagram and explanation of each.<sup>12</sup>

Part 5 provides five areas for CCCM responses to focus on in the future of urban displacement outside of camp contexts. 1) partnership and consultation,<sup>13</sup> 2) advocacy,<sup>7</sup> 3) capacity building,<sup>14</sup> 4) development of tools,<sup>15</sup> and 6) implementation of a pilot project.<sup>9</sup> Advocacy is particularly relevant because advocacy has been identified by HLP experts and CCCM practitioners as a promising mechanism for addressing HLP and tenure security issues. A chart with proposed actions for each area is provided.<sup>16</sup>

#### Full Text

[Desk Review: Urban Displacement & Outside of Camp](#)

### 3.6.3 RESOURCE 2: INFORMAL LAND MARKETS: CITY GOVERNMENT INTERVENTIONS FOR ENHANCING LAND ACCESS AND TENURE SECURITY

#### Context

This paper provides different approaches to engaging with informal land markets to improve land access and tenure security in the urban and developing context. While the intended audience is local governments, the information provided on different types of informal land/housing markets, tenure arrangements, and strategies for engaging with these land markets for improved tenure security/land access is useful for CCCM practitioners working on site selection, providing services in out-of-camp contexts, and preventing/mitigating eviction. Also useful for CCCM practitioners engaging in advocacy efforts for equitable land management practices with local governments.

<sup>1</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.56-57.

<sup>2</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.59.

<sup>3</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.60.

<sup>4</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.64.

<sup>5</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.64.

<sup>6</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.67.

<sup>7</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.67.

<sup>8</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.70.

<sup>9</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.71.

<sup>10</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.73.

<sup>11</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.76.

<sup>12</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.77-80.

<sup>13</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.84.

<sup>14</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.85.

<sup>15</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.86.

<sup>16</sup> The Global CCCM Cluster. Desk Review: Urban Displacement & Outside of Camp. (2014). P.88.

## Summary

The paper begins with a comprehensive overview of urban land markets, including different meanings and uses attached to urban land,<sup>1</sup> different types of informal and formal tenure and overlapping layers of formality,<sup>2</sup> and ensuring that improving security of tenure informal land processes does so without displacing people.<sup>8</sup>

Six key interventions are examined for intervening in informal land markets to improve tenure security and access to land:

- 1) Data Collection: Case studies for non-conventional methods of data collection and participatory multi-stakeholder approaches from Tanzania and Democratic of the Congo.<sup>3</sup>
- 2) Reforming Urban Laws and Adopting a Whole of Market Approach: Key indicators for monitoring urban land and housing markets at the city scale and methods for influencing local urban land laws.<sup>4</sup>
- 3) Upgrading Tenure: Examples for providing de factor security of tenure, communal tenure, and extension of services to informal settlements with case studies from Cambodia and Brazil.<sup>5</sup>
- 4) Managed Land Settlements: Guidance on rapid provision of serviced land for settlement programs and case study example from Pakistan.<sup>6</sup>
- 5) Supporting Owners of Formal Residential Properties to Undertake Formal Transactions: Guidance on decentralizing and simplifying land tenure administration and a case study of transaction support center in South Africa.<sup>7</sup>
- 6) Improving Security of Tenure for Informal Tenants and Promoting the Supply of Adequate Small-Scale Rental Housing: Example interventions for improving informal rental opportunities and lease agreement templates.

These interventions provide general background and guidance that CCCM practitioners can use to gain a better understanding of urban informal land markets and during the site selection process and to work with local governments to extend services to informal settlements and/or advocate for improved land management practices.

## Full Text

[Informal Land Markets: City Government Interventions for Enhancing Land Access and Tenure Security](#)

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<sup>1</sup> Cities Alliance. Informal Land Markets- City Government Interventions for Enhancing Land Access and Tenure Security. (2021). P. 8.

<sup>2</sup> Cities Alliance. Informal Land Markets. (2021). P. 10.

<sup>3</sup> Cities Alliance. Informal Land Markets. (2021). P. 11-12.

<sup>4</sup> Cities Alliance. Informal Land Markets. (2021). P. 12-13.

<sup>5</sup> Cities Alliance. Informal Land Markets. (2021). P. 14-15.

<sup>6</sup> Cities Alliance. Informal Land Markets. (2021). P. 15-16.

<sup>7</sup> Cities Alliance. Informal Land Markets. (2021). P. 16-17.

### 3.6.4 RESOURCE 3: CONSULTATIONS ON HUMANITARIAN RESPONSES IN URBAN AREAS: PERSPECTIVES FROM CITIES IN CRISIS

#### Context

This document provides guidance and presents findings from city consultations carried out by the World Humanitarian Summit Urban Expert Group in response to accelerating urbanization and the increasing vulnerability of cities in the context of humanitarian response. The document summarizes consultations in six cities<sup>1</sup> recently or currently affected by man-made or natural disasters and summarizes key findings. The initiative was carried out by the Global Alliance within the framework of the AGORA initiative, IMPACT and UCLG task force, and with the support of local governments.

#### Summary

The document outlines the consultation process<sup>1</sup> in each city to evaluate lessons learned and guidance from a range of stakeholders, including municipal and national authorities. The document summarizes the cities that participated in the consultations and discusses the humanitarian response context for each specific location and disaster. The document discussed key challenges faced in humanitarian response in each context<sup>2</sup> and provides recommendations for future urban crisis response in the humanitarian context. For each recommendation provided, the document also provides a best practice example. These are:

- Systematically engage, build and leverage on local capacity, notably of municipalities and service providers.<sup>3</sup>
- Adopt a settlements-based approach for humanitarian response coordination.<sup>3</sup>
- Mainstream resilience building of city institutions and communities.<sup>4</sup>
- Deploy more flexible and longer-term funding modalities.<sup>5</sup>
- Establish city-level coordination mechanism.<sup>5</sup>
- Systemically identify mechanisms to build understanding between international and local actors.<sup>6</sup>
- Invest in Preparedness, Knowledge, and Capacity Transfer.<sup>1</sup>
- Mainstream action to promote harmony and mitigate community tension.<sup>7</sup>

#### Full Text

[Consultations on Humanitarian Responses in Urban Areas: Perspectives from Cities in Crisis](#)

### 3.6.5 RESOURCE 4: AREA-BASED APPROACHES IN URBAN SETTINGS: A COMPENDIUM OF CASE STUDIES

#### Context

This compendium provides a collection of case studies describing area-based approaches to urban challenges related to humanitarian crisis and developmental challenges from a range of contexts, including rapid onset natural disasters, conflict, and rapid urbanization. The case studies are summarized in a table by type of crisis and variations of multi-sectoral support.<sup>8</sup> The compendium was funded by EU aid agencies and the case studies are sourced from multiple agencies and collected by the Urban Settlements Working Group of the Global Shelter Cluster. A few of the case studies highlighted tenure and HLP.

#### Summary

The document organizes various case studies through applying scales and attributes of area-based approaches and lists the characteristics of these approaches to help categorize the types of case studies. The document also provides a matrix that indicates combinations of multisectoral interventions implemented in the case studies, including Shelter, WASH, Health, Protection DRR, Urban Planning, Early Recovery, livelihoods, Infrastructure, and psychological support.<sup>9</sup> It describes common attributes of area-based

<sup>1</sup> Consultations on Humanitarian Responses in Urban Areas. Perspectives from Cities in Crisis. World Humanitarian Summit. (2016). P.5.

<sup>2</sup> Consultations on Humanitarian Responses in Urban Areas. World Humanitarian Summit. (2016). P.8.

<sup>3</sup> Consultations on Humanitarian Responses in Urban Areas. World Humanitarian Summit. (2016). P.11.

<sup>4</sup> Consultations on Humanitarian Responses in Urban Areas. World Humanitarian Summit. (2016). P.12.

<sup>5</sup> Consultations on Humanitarian Responses in Urban Areas. World Humanitarian Summit. (2016). P.13.

<sup>6</sup> Consultations on Humanitarian Responses in Urban Areas. World Humanitarian Summit. (2016). P.14.

<sup>7</sup> Consultations on Humanitarian Responses in Urban Areas. World Humanitarian Summit. (2016). P.15.

<sup>8</sup> Areas Based Approaches in Urban Settings: Compendium of Case Studies. Shelter Cluster. (2019). P.6.

<sup>9</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 6.

approaches and clarifies the reasons for adopting area-based approaches.<sup>1</sup> The document categorizes the difference scales and stages of area-based approaches and categorizes each case study into either city (C), district-borough (D) and neighborhood/ward (N) scales.<sup>2</sup> In summarizing the case studies, the document provides guidance on area-based approaches regarding achievements, challenges, common enabling contexts, and opportunities for scaling up area-based approaches.<sup>3</sup>

For most case studies, the document provides the context, project output/outcomes, key achievements, main challenges, and key lessons learnt, and the phases of each project. This provides guidance on how the D and N scale area-based relates to HLP and Tenure. The Lebanon Refugee Crisis Response case study highlights utilizing the neighborhood approach for HLP.<sup>4</sup> It utilized HLP awareness sessions to raise awareness of HLP rights and obligations in the landlord-tenant relationships and improve tenure agreements. For Tenure, the following case studies highlighted security of tenure as one of the primary issues or key achievements in the neighborhood approach:

- Legalizations of Urban Settlements in Colombia;<sup>5</sup>
- BRACED program: Disaster Risk Reduction and Disadvantaged Urban Settlements in Jamaica;<sup>6</sup>
- Neighborhood Approach to Urban Disaster in Ravine Pintade, Haiti;<sup>7</sup>
- Typhoon Haiyan Recovery Program in Tacloban City;<sup>8</sup>
- Supporting urban rehabilitation for Syrian Refugees and Host Communities in Tripoli;<sup>9</sup>
- Kabul Area Shelter and Settlement (KASS);<sup>10</sup>

[Full Text](#)

[Area-Based Approaches in Urban Settings: Compendium of Case Studies](#)

### 3.6.6 RESOURCE 5: URBAN HUMANITARIAN RESPONSE: CHAPTER 4 – SECTORAL RESPONSES

#### Context

This document is a Good Practice Review (GPR) that was produced with the support of the Global Alliance for Urban Crises. The document is intended to provide guidance to help enable cities and urban communities to prevent, prepare for, and respond to urban crises. Chapter 4 of the document focuses on sectoral approaches to humanitarian response in cities and covers housing, land and property (HLP) rights, and discusses the difficulties involved in addressing this issue in conflict, disaster, and returnee situations. Following this, the section on shelter and settlements emphasizes the need to explore approaches beyond the provision of temporary structures. The section on debris and disaster waste management includes good practice in post-disaster clearance, explosive remnants of war and mine clearance.

#### Summary

In discussing Sectoral Responses, the document suggests that HLP can be a complex area to work in given the large amounts of varied tenure arrangements<sup>11</sup> and are a vital part of shelter and settlements programming.<sup>1</sup> The document suggests that tenure is key to HLP rights and uses the Global Shelter Cluster definition of HLP as the “relationship among people, as groups or individuals, with respect to housing and land, established through statutory law or customary, informal or religious arrangements.”<sup>1</sup> In discussing HLP rights in informal settlements, the document states it is important to distinguish between tenure, that is de jure (how things should happen per law) and de facto (how they happen in reality). This is important in relation to informal settlements as by law, settlements should not exist, but which account for the tenure arrangements of numerous people.<sup>12</sup>

<sup>1</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 9-10.

<sup>2</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 11.

<sup>3</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 11.

<sup>4</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 58.

<sup>5</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 62.

<sup>6</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 66.

<sup>7</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 70.

<sup>8</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 86.

<sup>9</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 54.

<sup>10</sup> Areas Based Approaches in Urban Settings. (2019). Table 1, P. 42.

<sup>11</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 157.

<sup>12</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 158.



The document discusses HLP in urban areas,<sup>1</sup> challenges in HLP programming,<sup>2</sup> and guidance on addressing HLP issues in shelter programs.<sup>3</sup> The section provides a table of Gradation of Tenure Options table that details forms of tenure, meaning of each form of tenure, and associated level of rights.<sup>4</sup> The section also provides case studies and additional resources. This includes HLP due diligence requirements in camp settings based on an example from northern Syria<sup>5</sup> and examples of land tenure issues in Haiti,<sup>6</sup> community rental agreements in Lebanon,<sup>7</sup> evictions in Lebanon,<sup>8</sup> and further resources for HLP guidance.<sup>9</sup>

The Shelter and Settlements section discusses the challenges and opportunities in enacting urban shelter and settlements activities, and includes linkages of HLP rights and shelter programming, particularly as it relates to land ownership<sup>10</sup> and highlights the challenges of urban shelter programming versus rural shelter programming. The section also suggests that settlements-based approach requires not just housing and shelter, but also infrastructure, roads, and additional services.<sup>11</sup>

[Full Text](#)

[Urban Humanitarian Response](#)

### 3.6.7 RESOURCE 6: GUIDANCE FOR RESPONDING TO DISPLACEMENT IN URBAN AREAS

#### Context

The document is meant to provide an overview of the complexity of urban systems and guidance for UNHCR on how to proceed when developing programming and identification cross-sectoral opportunities for collaboration during emergency and post-emergency contexts. The document builds on area-based approaches to help guide inclusive and cross-sectoral approaches to responding to the needs of displaced peoples. The guidance is based on the various UN Global Policy Frameworks

#### Summary

The document provides a guide to preparing for response in urban area,<sup>12</sup> which includes a spatial understanding reference toolbox<sup>13</sup> that summarizes other documents and case studies for spatial analysis and understanding urban themes. The thematic area section covers various urban issues related to displacement and cross-sectoral approaches to urban displacement, including HLP. The document also provides an additional thematic area reference toolbox<sup>14</sup> and a Way Forward section<sup>15</sup> that provides additional documents, handbooks, and suggestions to improve decision-making responding to urban displacement. For each urban thematic area discussed, key considerations under emergency and post-emergency are discussed.

Thematic areas are categorized into either the Enabling Environment (such as services) or the Built Environment (such as infrastructure).<sup>16</sup> Thematic areas include Policy, Legislation, and Governance,<sup>17</sup> Urban Economy and Finance,<sup>18</sup> Data for an Evidence

<sup>1</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 158.

<sup>2</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 160.

<sup>3</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 165.

<sup>4</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 162.

<sup>5</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 163.

<sup>6</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 164.

<sup>7</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 165.

<sup>8</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 166.

<sup>9</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 168.

<sup>10</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 169.

<sup>11</sup> Urban Humanitarian Response. Chapter 4 – Sectoral Responses. Sanderson, David. (2019). P. 173.

<sup>12</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 10.

<sup>13</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 17.

<sup>14</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 45.

<sup>15</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 51.

<sup>16</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 19.

<sup>17</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 23.

<sup>18</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 25.

Based Response;<sup>1</sup> HLP,<sup>2</sup> Urban Basic Services,<sup>3</sup> and Social and Recreational Facilities.<sup>4</sup> In discussing HLP, the document states that HLP is important in protection against forced eviction and ensuring housing rights and suggests that particular attention should be paid toward HLP rights of women, children and vulnerable groups. In discussing HLP, the document focuses on legal security of tenure, defined as the certainty that a person's right to housing and land will be recognized by others and will be protected in the case of specific challenges and considers this integral to adequate housing. In protection of the right to house, land rights and the right to property<sup>5</sup> is critical and the latter is protected under the UDHR. The HLP section contains a case study for a UNHCR Accommodation Scheme in Greece<sup>6</sup> and a Sustainable Human Statements program in Afghanistan<sup>7</sup> that proves actions/approach, challenges, and lessons learned.

#### Full Text

[Guidance for Responding to Displacement in Urban Areas](#)

### 3.6.8 FURTHER READING

[PCI's Neighborhood Approach in Cities](#)

[Security of Tenure in Urban Areas](#)

[Guiding Principles on Security of Tenure for the Urban Poor](#)

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## 3.7 EVICTION RESPONSE AND RELOCATION

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### 3.7.1 OVERVIEW

Forced Eviction and eviction threats are serious violations human rights that can be mitigated or prevented by securing HLP rights and tenure security. CCCM programming must ensure that site selection processes are in accordance with applicable laws, customs, and standards to mitigate the risk of forced eviction. In addition, integrating Eviction risk monitoring can improve eviction response and prevention interventions.

The resources and tools included in this section focus on eviction risk mapping and monitoring, specific CCCM guidance on eviction responses, and addressing HLP issues as a method for eviction risk prevention.

### 3.7.2 RESOURCE 1: EVICTION PROGRAMMING: PREVENTION AND RESPONSE INTERVENTION FRAMEWORK

#### Context

A standard operating procedure (SoP) to provide guidance on the processes, procedures, and steps to follow when an eviction threat is issued, and it can be used as a guide for intervening in rights violations caused by evictions and eviction notices.

#### Summary

The SoP approaches eviction prevention through a participatory and inclusive approach that is non-adversarial and community-based. An outline of the distinct objectives eviction prevention initiatives seeks to achieve is provided.<sup>8</sup>

The process of eviction prevention and response is laid out in six steps.<sup>9</sup> These include: 1) Eviction threat alerts, 2) Escalation of alerts to the Protection Working Group, 3) Notification to government focal point, 4) Establish contact with the landowner or

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<sup>1</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 28.

<sup>2</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 30.

<sup>3</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 37.

<sup>4</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 41.

<sup>5</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 30.

<sup>6</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 33.

<sup>7</sup> Guidance for Responding to Displacement in Urban Areas. UN Habitat. UNHCR. (2020). P. 34.

<sup>8</sup> Norwegian Refugee Council. Eviction Programming: Prevention and Response Intervention Framework. (2020). P.1.

<sup>9</sup> Norwegian Refugee Council. Eviction Programming: Prevention and Response Intervention Framework. (2020). P.2-3.

representatives, 5) Consultations and negotiations, 6) Facilitate relocation and tenure security support. Each step of the process is concisely summarized, and a flow chart detailing the process is provided.<sup>1</sup>

#### Full Text

[Eviction Programming: Prevention and Response Intervention Framework](#)

### 3.7.3 RESOURCE 2: CCCM GUIDANCE ON EVICTION RESPONSE

#### Context

Provides general guidance on responding to evictions of people from IDP hosting sites. Most relevant to responding to formal eviction notices and eviction threats. Intended to complement the [Eviction Tracking Template](#).

#### Summary

Provides overall guiding steps on actions to take upon receipt of an eviction notice or threat, including when to use the Eviction Tracking Template, who should be informed, actions that should be taken by CCCM teams at the site level, and guidance on engaging with HLP partners.<sup>2</sup> Guiding principles for what CCCM partners should not do in the event of eviction is also provided.<sup>3</sup> The Guidance note outlines specific guiding steps in the event of an eviction threat, including who should be informed, how the negotiation meetings should be structured, who could convene an Eviction Task Force, and the technical and legal actions that must be taken if there must be the establishment of a new IDP site.<sup>4</sup>

In the event of formal eviction notices being issued, recommendations for communication and coordination actions that should be taken by the CCCM ABA coordinator are provided, along with the a priority criteria that should be followed for meetings with authorities and landowners.<sup>5</sup> The document highlights actions to take in the event of two different scenarios of formal eviction notice: 1) formal eviction notice is issued but no appropriate relocation site is available, 2) formal eviction notice is issued, and a site is identified.<sup>6</sup>

A checklist of the activities that should take place 1) before relocation,<sup>7</sup> 2) during relocation,<sup>6</sup> and 3) after relocation,<sup>8</sup> includes a template to fill in the map actors involved and a timeline.

There is detailed guidance on information and communication specifically for messaging to IDPs, including the key information points that should be included in messaging efforts.<sup>9</sup>

Further detailed guidance on the relocation process is provided with information on the IDP information that should be recorded, and specific actions that CCCM should take, such as a rapid vulnerability assessment, registering personal items, and informing IDPs of relocation plans.<sup>10</sup> Finally, guidance on setting up an impartial complaints and feedback mechanism during the entire relocation process is provided.<sup>11</sup>

#### Full Text

[CCCM Guidance Note on Eviction Response](#)

<sup>1</sup> Norwegian Refugee Council. Eviction Programming: Prevention and Response Intervention Framework. (2020). P.4.

<sup>2</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P.1-2.

<sup>3</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 2.

<sup>4</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 3.

<sup>5</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 4.

<sup>6</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 5.

<sup>7</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 6.

<sup>8</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 6.

<sup>9</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 7-8.

<sup>10</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 8.

<sup>11</sup> CCCM Cluster. Guidance Note on Eviction Response. (2020). P. 9.

### 3.7.4 RESOURCE 3: CCCM GUIDANCE ON EVICTION RESPONSE – PRACTICALITIES OF IMPLEMENTATION

#### Context

Provides detailed guidance on roles and responsibilities of different humanitarian actors within the CCCM Cluster and CCCM Cluster partners in eviction responses, beginning from when an eviction notice or threat is issued. Useful when designing an eviction response plan. Can be used with the [Eviction Risk Monitoring Matrix](#).

#### Summary

Detailed outline of the designated roles and responsibilities in the eviction response for the following actors:

- CCCM Cluster<sup>1</sup>
- UNHCR as Cluster Lead Agency<sup>1</sup>
- OCHA<sup>2</sup>
- CCCM Area Based Coordinator<sup>2</sup>
- Protection Partners<sup>2</sup>
- HLP Partner<sup>2</sup>
- Protection Cluster<sup>3</sup>

A step-by-step guide of the eviction threat response beginning from when the eviction notice or threat is issued verbally or written is provided.<sup>4</sup> The steps include where the roles and responsibilities of the CCCM Sub-National Cluster, CCCM agency, OCHA, UNHCR, Task force, CCCM and Humanitarian partners, and Local authorities fall within the eviction response.<sup>5</sup> The composition of the task force is also explained.<sup>6</sup>

#### Full Text

[CCCM Guidance Note on Eviction Response - Practicalities of Implementation](#)

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<sup>1</sup> CCCM Cluster. Guidance Note on Eviction Response: Practicalities of Implementation. (2020). P.1.

<sup>2</sup> CCCM Cluster. Practicalities of Implementation. (2020). P.2.

<sup>3</sup> CCCM Cluster. Practicalities of Implementation. (2020). P.3.

<sup>4</sup> CCCM Cluster. Practicalities of Implementation. (2020). P.3-5.

<sup>5</sup> CCCM Cluster. Practicalities of Implementation. (2020). P.3-5.

<sup>6</sup> CCCM Cluster. Practicalities of Implementation. (2020). P.3.

### 3.7.5 TOOL 1: EVICTION RISK MAPPING: DATA PERIMETERS FORM

#### Context

Conducting an eviction risk assessment.

#### Summary

Useful form for identifying basic details about a settlement and the risk of eviction. The form asks for the settlement type, location, and details of a settlement, tenure type, agreement type, and the eviction risk condition.

#### Full Text

[Eviction Risk Mapping: Data Perimeters Form](#)

### 3.7.6 TOOL 2: EVICTION TRACKING TEMPLATE

#### Context

Template to be used for tracking evictions after they take place, used to complement the Eviction Monitoring Matrix. Intended to be updated on ad hoc basis after an eviction has happened and shared with the CCCM focal point.

#### Summary

The template is intended to understand information related to evictions, such as what kinds of vulnerable individuals are affected, infrastructural characteristics of evicted sites, causes of eviction, entity forcing the eviction, and the responses to eviction. Divided into the following 7 sections: 1) geography, 2) general eviction information, 3) vulnerability, 4) infrastructure, 5) eviction cause, 6) eviction entity, 7) response.

#### Full Text

[Eviction Tracking Template](#)

### 3.7.7 TOOL 3: EVICTION RISK MONITORING MATRIX

#### Context

Matrix to be used for preventing forced evictions before they happen, intended to be updated monthly and shared with Sub National Cluster and HLP focal points.

#### Summary

This matrix is used to collect information on factors that influence evictions risks so they can be reported to HLP responders. Matrix can be filled with information on detailed location of site, camp leaders, land owners, tenure types, risk condition, risk eviction and additional notes/comments.

#### Full Text

[Eviction Risk Monitoring Matrix](#)

### 3.7.8 TOOL 4: EVICTION RISK MAPPING ASSESSMENT- SEVERITY SCORES AND CRITERIA

#### Context

Form to use to quickly capture the severity of eviction risk.

## Summary

Four categories of eviction risk: low, medium, high, and extreme, each containing criteria related to the type of tenure arrangement (IE monthly open-ended, short-term lease, expired agreement, ect.)

## Full Text

[Eviction Risk Mapping Assessment - Severity Scores and Criteria](#)

### 3.7.9 FURTHER READING

[Guidelines for Mitigating Harm and Suffering in Situations of Forced Eviction- Afghanistan Protection Cluster HLP Task Force Brief Report on Eviction Monitoring by the HLP Sub-sector](#)

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## 3.8 DISABILITY INCLUSION

### 3.8.1 OVERVIEW

Disability inclusion across the humanitarian response sector, including in HLP programming, has been identified by humanitarian actors as an area of much needed policies and strategies that are dedicated to ensuring the needs of persons with disabilities are adequately met.<sup>1</sup> Where policies and strategies do exist, gaps in monitoring and reporting on implementing disability policies has also been identified as a challenge.<sup>1</sup> Furthermore, literature and guidance on disability inclusion tends to focus on issues of physical mobility instead of a broader and more comprehensive understanding of disability.<sup>2</sup>

Disability inclusion in HLP rights and tenure security programming is critical to ensuring that humanitarian actors are providing pathways for persons with disabilities to realize their human right of access to adequate housing.<sup>3</sup> Furthermore, understanding how to identify persons with disabilities and coordinate service delivery for a wide variety and degrees of needs is also important for CCCM programming. As such, having tools for data collection that is inclusive of persons with disabilities is crucial to begin mainstreaming disability inclusion in CCCM HLP and tenure security programming. It is also important to understand how different groups of peoples with disabilities are excluded from services and assistance within the sector. Moreover, as disability is more prevalent among women than men, disability inclusion in CCCM HLP programming is central to ensuring that the most vulnerable women have the resources they need to exercise their right to housing and tenure security.<sup>4</sup>

As the CCCM and Shelter sectors are increasingly responding to displacement in urban areas, challenges, such as discrimination in rental practices against persons with disabilities, ensuring rental assistance projects have mechanisms to accommodate and protect persons with disabilities, and physical accessibility of housing options, amongst many others, require HLP and tenure security programming to ensure disability inclusion is integral to project planning.<sup>5</sup>

The resources and tools in this section focus on the Washington Group on Disability and Statics' tools on disability inclusion in data collection and guidance on disability inclusion in humanitarian action that can be adapted to CCCM HLP programming.

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<sup>1</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 5.

<sup>2</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 5.

<sup>3</sup> The Right to Adequate Housing for Persons with Disabilities Living in Cities - Towards Inclusive Cities. UN Habitat. (2015). Executive Summary.

<sup>4</sup> The Right to Adequate Housing for Persons with Disabilities Living in Cities - Towards Inclusive Cities. UN Habitat. (2015). P. 10.

<sup>5</sup> The Right to Adequate Housing for Persons with Disabilities Living in Cities - Towards Inclusive Cities. UN Habitat. (2015). P. 10.

## 3.8.2 RESOURCE 1: DISABILITY DATA COLLECTION: A SUMMARY REVIEW OF THE USE OF THE WASHINGTON GROUP QUESTIONS BY DEVELOPMENT AND HUMANITARIAN ACTORS

### Context

This document brings together shared experience, research, and insights about data collection on persons with disabilities and the use of the Washington Group Questions on Disability. Specific guidance on expanding the use of the Washington Group Questions to humanitarian programming is provided, as well as tips for humanitarian actors. This document is useful for CCCM actors designing HLP and tenure security projects that need to understand disability inclusion needs to plan for service delivery and responses.

### Summary

The document provides background on the challenges, gaps, and needs with disability inclusion data collection and an explanation of the Washington Group Questions on Disability inclusion as the preferred data collection methodology by the global community for national data collection on disability, and increasingly more so for humanitarian and development practitioners.<sup>1</sup> The Washington Group tools includes four different sets of questions aimed at identifying different groups of persons with disabilities, but there is a particular focus on the Washington Group Short Set (WGSS) of questions. The WGSS is a set of 6 questions designed to identify (in a census survey format) persons with disabilities.<sup>2</sup>

A summary of Humanity and Inclusion's action-research into the use of the Washington Group Questionnaire (WGQ) in humanitarian action is outlined.<sup>3</sup> Also included is a detailed analysis of the research's key findings:

- External and internal factors that affect the use of the WGQ;<sup>4</sup>
- The impact of the WGQ, including an increased understanding of disability and resulting positive culture changes towards disability inclusion;<sup>5</sup>
- Understanding the scope of the WGQ;<sup>6</sup>
- Using the WGQ in humanitarian action, including examples from Syria;<sup>7</sup>
- Understanding the entry points for using the WGQ in humanitarian contexts, including guidance on how different humanitarian sectors will have different entry points.<sup>8</sup> Overall protection mainstreaming was highlighted as a good entry point for data collection on persons with disabilities, and;<sup>9</sup>
- Guidance on WGQ administration in the field.<sup>10</sup>

Additionally, guidance is provided on translation and language around disability<sup>11</sup> and asking WGQ at the household level.<sup>12</sup> Especially relevant for CCCM programming is the guidance provided using the data collected for inclusive program design and implementation.<sup>13</sup>

Finally, the document also highlights the following best practices for administering the WGQ: including the WGQ in the demographic section of a questionnaire (as opposed to the health section), providing a clear introduction and explanation of the aim of the questionnaire, and providing information on the services available.<sup>14</sup>

<sup>1</sup> Disability Data Collection – A summary review of the use of the Washington Group Questions by Development and Humanitarian Actors. Humanity and Inclusion. (2018). P.3-6.

<sup>2</sup> Disability Data Collection – A summary review of the use of the Washington Group Questions by Development and Humanitarian Actors. Humanity and Inclusion. (2018). P.7.

<sup>3</sup> Disability Data Collection. Actors. Humanity and Inclusion. (2018). P.11.

<sup>4</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.12.

<sup>5</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.14.

<sup>6</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.16.

<sup>7</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.18.

<sup>8</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.19.

<sup>9</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.19.

<sup>10</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.20.

<sup>11</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.21.

<sup>12</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.24.

<sup>13</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.27.

<sup>14</sup> Disability Data Collection. Humanity and Inclusion. (2018). P.23,28.

### 3.8.3 RESOURCE 2: DISABILITY INCLUSION IN SHELTER AND SETTLEMENTS PROGRAMMING

#### Context

This document outlines the findings from a Baseline Mapping initiative aimed understanding how disability mainstreaming and inclusion is currently addressed within the shelter and settlements sector, including the barriers, challenges and opportunities to strengthening disability inclusion and mainstreaming in humanitarian programming. The Baseline Mapping includes a review of published literature and project documents, key informant interviews and an online questionnaire. The intended audience is humanitarian organizations, actors, and donors. While focused on shelter and settlements, the findings and recommendations are relevant to the CCCM sector and can be tailored to HLP Programming.

#### Summary

The document provides a concise explanation of the methodology used for the Baseline Mapping, including the research questions which are categorized under the following themes: 1) level of disability inclusion existing in shelter and settlements programming, 2) Capacity of shelter and settlements staff to mainstream disability inclusion, and 3) frameworks and accountability mechanisms.<sup>1</sup> The key findings are organized under each theme of questions.

Key messages for shelter clusters,<sup>2</sup> humanitarian agencies and organizations,<sup>2</sup> humanitarian actors,<sup>3</sup> and donors<sup>3</sup> are concisely outlined. The cluster recommendations, such as strengthening vulnerability assessment tools and developing context-specific guidance and tools can be applied to the CCCM cluster.<sup>4</sup>

An in-depth overview of the key frameworks and accountability mechanisms findings are presented<sup>5</sup> with the following findings being especially relevant to CCCM HLP programming:

- Few humanitarian organizations and agencies have dedicated disability inclusion policies and strategies.<sup>6</sup>
- Literature of disability inclusion focused on issues of physical mobility rather than a broader understanding of disability.<sup>3</sup>
- There is a need for improved inclusion quantitative disability-disaggregated data into program and activity design.<sup>7</sup>
- Risk analysis and monitoring may be a useful entry point for effectively identifying and responding to the needs of persons with disabilities.<sup>8</sup>
- It was found that across all types or programming, cash and voucher assistance activities have very low levels of inclusion.<sup>9</sup>

Specific findings related to donor frameworks on disability inclusion, and how donor commitments can act as both a barrier and facilitator to disability inclusion are provided.<sup>10</sup> Also provided is useful example of using qualitative methods, in addition or in lieu of the Washington Group Questionnaire depending on the context, such as participatory community mapping, to identify persons with disabilities.<sup>11</sup> Participatory community mapping as a method to mainstream disability inclusion could be particularly useful for HLP programming.

<sup>1</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 12.

<sup>2</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 9.

<sup>3</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 10.

<sup>4</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 9.

<sup>5</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 16-20.

<sup>6</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 5.

<sup>7</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 17.

<sup>8</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 18.

<sup>9</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 6.

<sup>10</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 20.

<sup>11</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 22-23.



Key barriers to persons with disabilities accessing services are outlined, including not being connected to community structures, discrimination against persons with disabilities, especially women, and buildings and distribution points on being accessible.<sup>1</sup> These barriers should be understood by CCCM actors to ensure CCCM HLP and tenure security services are reaching the populations' most vulnerable groups.

Useful diagrams illustrating key risk factors for persons with disabilities and corresponding mitigation measures is provided<sup>2</sup> and factors that make it difficult to do disability inclusion<sup>3</sup> are provided. An in-depth overview of the key capacity of shelter and settlement actors in disability inclusion findings are presented.<sup>4</sup> Training and education for humanitarian actors on intellectual, sensory, and psychosocial disabilities, in addition to physical disabilities and how to foster participation and engagement with persons tailored to disability needs were highlighted as priority needs.<sup>5</sup>

The final section focuses on opportunities and recommendations for the working group, which focuses on researching the effectiveness of current disability strategies and mapping competencies, skills and capacities for disability inclusion.<sup>6</sup>

### Full Text

[Disability Inclusion in Shelter and Settlements Programming](#)

## 3.8.4 RESOURCE 3: THE RIGHT TO ADEQUATE HOUSING FOR PERSONS WITH DISABILITIES LIVING IN CITIES

### Context

This document focuses on the existing barriers to persons with disabilities in realizing their right to safe, secure, affordable and accessible housing in urban areas, and how urban areas pose unique challenges for persons with disabilities. The intended audience is humanitarian or development actors responding to crises in urban areas, such as urban displacement, HLP and tenure security issues in urban cities and providing service delivery in out-of-camp contexts, with a focus on meeting the specific needs of persons with disabilities.

### Summary

Published by UN Habitat, the document introduces the idea of “Housing at the Centre,” which places housing as a priority in development in humanitarian responses.<sup>7</sup> Six themes under which efforts to promote the realization of the right to adequate housing are highlighted. These include: 1) Addressing discrimination in housing,<sup>8</sup> 2) Support for living independently and in the community,<sup>2</sup> 3) Removing barriers in the built environment both in the home and the community,<sup>2</sup> 4) Taking measures to accelerate equality for persons with disabilities,<sup>9</sup> 5) Monitoring, data collection, and functioning of effective and safe complaint mechanisms,<sup>3</sup> and 6) Intersectional, or multiple, discrimination.<sup>10</sup>

The first chapter highlights an important point about referring to certain groups of persons as “vulnerable,” which often includes people who are economically disadvantaged, women, migrants and refugees, persons with disabilities and ethnic/religious minorities etc., which is that these groups are often identified in passing, without property attention.<sup>11</sup> Further, discussions surrounding “vulnerable” populations should shift from thinking of these groups as inherently vulnerable to identifying the systems and processes that exclude or marginalize groups of people and to recognize how the multiple layers of identity impact upon one’s access to

<sup>1</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 23.

<sup>2</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 24.

<sup>3</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 28.

<sup>4</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 25-28.

<sup>5</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 28.

<sup>6</sup> Global Shelter Cluster. Disability Inclusion in Shelter and Settlements Programming, Baseline Mapping Report. (2019). P. 29-32.

<sup>7</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. VI.

<sup>8</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. IX.

<sup>9</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. X.

<sup>10</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. XI.

<sup>11</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 3.

resources and opportunities, or in this case, adequate housing.<sup>5</sup> This logic can be useful when designing HLP and tenure security, such as rental assistance, projects or for CCCM practitioners providing service delivery in urban areas.

A useful outline identifying 9 different groups of persons with disabilities<sup>1</sup> and detailing the extent to which their right to adequate housing is covered under international law and the most prevalent barriers these groups face in accessing “adequate housing” is provided. An analysis of the impact of urbanization on persons with disabilities is also provided.<sup>2</sup>

The second part of the document focuses on trends in policy and legal solution. Relevant to CCCM HLP programming is the section on discrimination/barriers in realizing the right to adequate housing.<sup>3</sup> The different categories of discrimination outlined are particularly relevant to rental assistance projects as understanding these barriers is important when designing and implementing rental assistance projects. A section on discrimination against women with disabilities, especially violence as a barrier to adequate housing is highlighted.<sup>4</sup> Also important to note is the section on the unique challenges children with disabilities, and particularly migrant children face in realizing their right to adequate housing.<sup>5</sup>

Chapter 4 focuses on addressing the barriers to adequate housing. A section on improving security of tenure, including preventing the demolition of informal settlements is particularly relevant for CCCM HLP programming.<sup>6</sup> Another important section provides guidance on addressing environmental barriers, such as habitability, availability of services, accessibility, affordability and location, which is useful for site selection and site planning, or identifying housing for rental assistance programs.<sup>7</sup>

A useful table<sup>8</sup> providing information on data needs, specifically aspects that are not covered by the Washington Group Questions is provided, including an explanation as to why understanding these factors are important for HLP and tenure security assistance.

The final section includes three case studies on the right to adequate housing for persons with disabilities in cities covering the themes of deinstitutionalization,<sup>9</sup> an intersectional look at people living with HIV-AIDS<sup>10</sup> and data in disability as a part of a regional equity atlas.<sup>11</sup>

### Full Text

[The Right to Adequate Housing for Persons with Disabilities Living in Cities](#)

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<sup>1</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 10-15.

<sup>2</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 20-24.

<sup>3</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 45-56.

<sup>4</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 56-58.

<sup>5</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 59-61.

<sup>6</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 73-74.

<sup>7</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 76-79.

<sup>8</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 79.

<sup>9</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 89.

<sup>10</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 91.

<sup>11</sup> UN Habitat. The Right to Adequate Housing for Persons with Disabilities Living in Cities. (2015). P. 96.

### 3.8.5 TOOL 1: WASHINGTON GROUP QUESTION SETS – GUIDELINES FOR USE

#### Context

Provides guidance on using the WGQ Sets in humanitarian settings.

#### Summary

The guidelines first introduce the WGQ sets and highlights the use of them in humanitarian settings.<sup>1</sup> An explanation of each question set and when is best to use them is provided.<sup>2</sup> A concise guide on how to use the question sets is also provided, including understanding the demographic context,<sup>3</sup> steps for supporting implementation of the survey,<sup>6</sup> and steps for supporting the planning phase and data collection is also provided.<sup>4</sup> Guidance is also provided on ensuring access with the WGQs, including steps for supporting the analysis of the data and reporting, measuring access and inclusiveness of services and projects, steps for planning the collection of data.<sup>7</sup> A chart detailing the steps for planning data collection included.<sup>5</sup>

The guidelines also explain limitations of the WGQ with qualitative data.<sup>6</sup> Finally, guidance is also provided on adapting the WGQ to household level surveys.<sup>7</sup>

#### Full Text

[Washington Group Question Sets - Guidelines for Use](#)

### 3.8.6 TOOL 2: FACTSHEET 1 – COLLECTING DATA IN HUMANITARIAN ACTION USING THE WGQ

#### Context

The factsheet explains the WG short set of questions which are designed to identify people who have difficulties in basic, universal activities (seeing, hearing, walking, remembering or concentrating, self-care and communicating).

#### Summary

A short list of the WG questions sets is provided, including the short set, enhanced short set, child functioning module, and extended set. Explanation for why the questions are important how they can help to understand demographics, measure access and disaggregate indicators.

#### Full Text

[Factsheet 1- Collecting data in humanitarian action using the WGQs](#)

<sup>1</sup> IOM. Washington Group Question Sets – Guidelines for Use. N.D. P.1

<sup>2</sup> IOM. Washington Group Question Sets – Guidelines for Use. N.D. P.1-3.

<sup>3</sup> IOM. Washington Group Question Sets – Guidelines for Use. N.D. P.4.

<sup>4</sup> IOM. Washington Group Question Sets – Guidelines for Use. N.D. P.6-8.

<sup>5</sup> IOM. Washington Group Question Sets – Guidelines for Use. N.D. P.8-9.

<sup>6</sup> IOM. Washington Group Question Sets – Guidelines for Use. N.D. P.11.

<sup>7</sup> IOM. Washington Group Question Sets – Guidelines for Use. N.D. P.11.

### 3.8.7 TOOL 3: FACTSHEET 2 – COLLECTING DATA USING THE WGQ AT HOUSEHOLD LEVEL

#### Context

This factsheet is useful for adapting the WGQ to the household, rather than individual level specifically for humanitarian action data collection.

#### Summary

Three different scenarios are presented for conducting data collection at the household level, including the pros and cons of each. The three scenarios provided are: asking all members of the household individually, asking the head of households and then the rest of the household, and asking only the head of household. Key attention points on what not to do and different factors to identify are provided.

#### Full Text

[Factsheet 2 - Collecting data using the WGQs at household level](#)

### 3.8.8 TOOL 4: FACTSHEET 3 – COLLECTING DATA ON PERSONS WITH MENTAL HEALTH DIFFICULTIES USING THE WGQ

#### Context

This factsheet is focuses on collecting data on persons with mental health and psychosocial disabilities while experiencing a humanitarian crisis, including contexts where anxiety and mental health are of concern.

#### Summary

Clear guidance on what the enhanced short set questionnaire is and when to use it is provided, Including examples from Lebanon, Syria and Jordan.

#### Full Text

[Factsheet 3 – Collecting data on persons with mental health difficulties in humanitarian action using the WGQs](#)

### 3.8.9 TOOL 5: FACTSHEET 4 – UNDERSTANDING TEMPORALITY AND CAUSALITY WHEN USING THE WGQ

#### Context

The factsheet is useful for any context using the WGQ for disability inclusion data collection. Useful to decide if collecting temporality data or causality data is needed for project planning.

#### Summary

A clear explanation on the difference between temporality data and Causality data is provided and when each kind of data is important. Temporality data is most relevant for HLP CCCM programming as this focuses on getting a snapshot of the population facing disabilities and how services should be tailored to the needs. Guidance on determining if the information is relevant and how to collect it is important. Also provided are key points regarding the role and scope of humanitarians in identifying persons with disabilities.

#### Full Text

[Factsheet 4 - Understanding temporality and causality when using the WGQs](#)

### 3.9.10 FURTHER READING

Data on Persons with Disabilities in Humanitarian Action - Key Findings & Recommendations.  
Registering refugees with disabilities in refugee settings in Jordan (2017)  
Mainstreaming Disability Inclusion in Humanitarian Action – Cox’s Bazar, Bangladesh  
Disability and Housing: Approaches in Other Jurisdictions  
Fiji Gender, Disability and Inclusion Analysis  
Guidance on Disability Inclusion for GBV Partners in Lebanon - Case Study  
IASC Guidelines on Inclusion  
Humanitarian Inclusion Standards for Older People and Persons with Disabilities

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## 3.9 FURTHER READING

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### 3.9.1 RESOURCE 1: GUIDANCE NOTE ON HOUSING, LAND AND PROPERTY (HLP) FOR MINE ACTION IMPLEMENTERS IN THE SYRIAN ARAB REPUBLIC

[Full Text](#)

Mine Action HLP

### 3.9.2 INTEGRATING HOUSING, LAND AND PROPERTY (HLP) AND FOOD SECURITY AND AGRICULTURE CLUSTER (FSAC) PROGRAMMING AT THE HUMANITARIAN-DEVELOPMENT-PEACE NEXUS

[Full Text](#)

Integrating HLP & Food Security



**CCCM CLUSTER**  
Supporting displaced communities