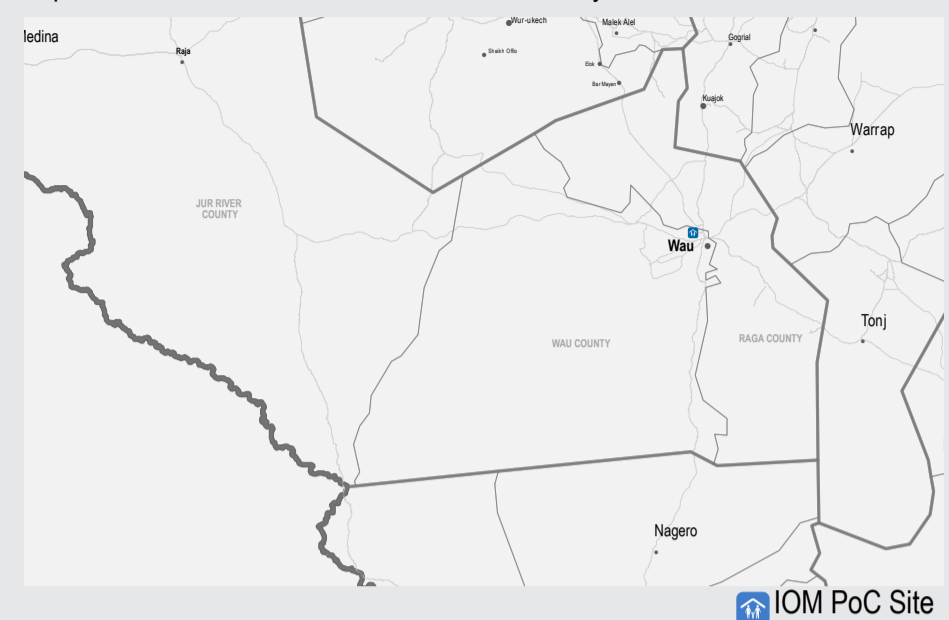


**Introduction**

The humanitarian situation in South Sudan has deteriorated since the onset of civil war in 2013, with an estimated 1,8 million internally displaced<sup>1</sup>, 1,18 million displaced in neighbouring countries<sup>2</sup>, and 3,7 million people food insecure<sup>3</sup>. DFID Humanitarian Assistance and Resilience Building in South Sudan (HARISS) programme is a five-year program seeking to save lives, alleviate suffering and support vulnerable communities' ability to cope with and recover from challenges. Upon request from DFID, IMPACT Initiatives provided short-term monitoring and verification of HARISS contracting partner activities from December 2016 through May 2017.

The International Organisation for Migration (IOM) is an intergovernmental organisation that works to ensure the humane management of migration, promote international cooperation on migration issues, support the search for practical solutions to migration problems and provide humanitarian assistance to migrants, refugees and Internally Displaced Persons (IDPs). This factsheet summarises the key findings of a monitoring and verification visit to an IOM Camp Coordination and Camp Management (CCCM) project in Wau County, Western Bahr el Ghazal on 15 March 2017.

Map 1: Site Visit Location - Wau PoC, Wau County, Western Bahr el Ghazal



**Project Summary**

**Contracting Partner:** IOM  
**Implementing Partner:** N/A  
**Sector:** CCCM

**Site Visit Location:** IOM Protection of Civilians (PoC) site, Wau County, Western Bahr el Ghazal

**Project Start Date:** 26 June 2016  
**Anticipated End Date:** Ongoing

**Monitoring Methodology**

IMPACT utilised the following methodologies to assess this project:

- Secondary data review of contracting partner's (IOM) proposal, 1st quarter narrative report and logframe
- Verification of project activities, outputs and outcomes through three Key Informant Interviews (KIIs) with IOM staff, one Focus Group Discussion (FGD) with beneficiaries and GPS mapping and physical verification of project location

KIIs provided insights into programme implementation including strengths, challenges and adherence to proposed indicators, and the FGD provided insights into beneficiary perceptions of IOM programming.

**Overview of findings**

Wau PoC was created as an emergency response to the displacement of thousands of people who arrived to the Wau UNMISS base in June 2016. IOM rapidly mobilised resources for the response and established the PoC on 26 June 2016. Initially reported to be the most crowded PoC in the country, IOM expanded the site twice: in late July 2016 and January 2017. The IMPACT CCCM site visit encompassed two CCCM activities: Displacement Tracking Matrix (DTM) and PoC site management, rehabilitation, expansion and maintenance. The newest sector (Sector C) is visually pleasant, with shared housing structures constructed from bamboo mats and plastic sheeting - a noticeable difference from the makeshift shelters in the other two sectors. Registration was identified as one of the greatest challenges for the PoC. The establishment of a biometric registration system in March 2017 will alleviate some of the challenges associated with registration fraud, but it is anticipated that there will be non-IDPs who register as well as IDPs who miss the most recent registration.

**Strengths**

1. Camp Manager indicated that the head IOM office in Juba was helpful for technical coordination and support for field staff, and more specifically that there was no bureaucracy hindering field staffs' ability to respond to emerging needs in the PoC.
2. Camp Manager cited the peaceful election of a Community Leadership Board as a success for the IOM camp management team as it represented successful community mobilisation.
3. The Community Leadership Board allows the community to air grievances and make recommendations to the IOM team, improving accountability to beneficiaries.
4. Camp Manager cited coordination across CCCM partners as one of the strengths of inter-agency coordination.
5. The second PoC extension (Zone C) is composed of shared shelters made from plastic sheeting and bamboo mats. This sector of the PoC is adequately spaced and FGD with beneficiaries and KII with outreach staff indicated that residents across the PoC agreed that it was the most preferred PoC sector to live.

**Challenges**

**External Challenges**

1. Camp Manager reported that some PoC residents feel sufficiently safe to return to their homes but maintain a PoC shelter for service access. Community leaders often reassign these empty shelters to new arrivals, resulting in conflicts between new arrivals and PoC residents who return on distribution days.
2. DTM staff and camp manager confirmed that IDP registration is a sector-wide challenge. Due to country-wide food insecurity, local community members register as IDPs to receive services. CCCM partners in Wau mitigated this by conducting household token distribution for registration at 6am within the PoC and collective centres, which caused anger from individuals who maintained dual residence.
3. Camp Manager reported that partner coordination at project onset was challenging as partners were unaccustomed to coordinating service provision under one cluster. Coordination has reportedly improved since November 2016.
4. FGDs participants reported that PoC residents and IOM casual staff sell registration cards<sup>4</sup> which are bought by local community members seeking service provision.

**External Challenges**

1. Beneficiaries reported that distribution items do not provide for all needs. Due to limited opportunities for income, beneficiaries sell distributions to generate cash to meet multisector needs. For example, although the portions of food distributions have decreased, beneficiaries reported selling staple items to purchase other needed items. FGD participants specifically listed insufficient food rations, sugar and child nutritional products (Corn-Soy-Blend) as necessities.
2. FGD participants reported distrust in community leaders, block leaders, IOM casual labor and IOM enumerators<sup>4</sup>. Specifically, participants believe that these staff members inform their family members about distributions in advance, resulting in registration fraud.
3. Although IOM and partners provide for multisector needs, an outreach staff member noted that services were inadequate to meet all PoC resident needs. For example, food rations have decreased in size and the foods provided are restricted to pulses, oil and sorghum.
4. DTM data collectors reportedly use pen-and-paper forms which was time consuming for data entry across multiple sites.

Figure 1: Communal housing in Wau PoC Sector C



1. OCHA. South Sudan: People Internally Displaced by Violence. Nov. 2016.  
 2. UNHCR. South Sudan Situation Regional Overview. Dec. 2016.  
 3. FAO. South Sudan: Escalating Food Crisis in 2017. Nov. 2016.  
 4. This must be interpreted with caution as IMPACT did not verify these reports. It would be worthwhile to probe deeper into the reasons for this distrust.

# IOM1 Project Factsheet: IOM CCCM Programme

## Third Party Monitoring for DFID HARISS Programme

### Proposed, Reported and Verified Project Activities, Outputs and Outcomes

IMPACT collected data from both primary and secondary sources to compare proposed, reported and verified project activities, outputs and outcomes. Non-verified items do not indicate that these activities, outputs, or outcomes are not occurring, but rather that the methodology did not capture this information.

- Reported or verified items
- Non-verified items

	Proposed	Reported <sup>5</sup>	Verified
	<i>Proposed items refer to activities, outputs and outcomes that were submitted in the contracting partner's proposal to DFID.</i>	<i>Reported items refer to activities, outputs and outcomes that were reported in standard reporting to DFID or internal documents shared with IMPACT.</i>	<i>Verified items refer to activities, outputs and outcomes that were verified through KIIs, FGDs or physical observation.</i>
<b>Location</b>	<input checked="" type="checkbox"/> Wau PoC, Wau County, Western Bahr el Ghazal	<input checked="" type="checkbox"/> Wau PoC, Wau County, Western Bahr el Ghazal	<input checked="" type="checkbox"/> Wau PoC, Wau County, Western Bahr el Ghazal
<b>Activities</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> PoC site management, rehabilitation, expansion and maintenance</li> <li><input checked="" type="checkbox"/> DTM through registration, return intention surveys, Village Assessment Surveys (VAS) and mobility and movement trend tracking</li> <li><input checked="" type="checkbox"/> CCCM cluster coordination and strategy</li> <li><input checked="" type="checkbox"/> Accountability to Affected Population (AAP) initiatives such as Communicating with Communities (CWC) activities</li> <li><input checked="" type="checkbox"/> Build capacity of local partners</li> <li><input type="checkbox"/> Revise VAS to expand baseline data on potential communities of return/communities absorbing IDPs</li> <li><input type="checkbox"/> Utilise POC to elicit behavioural changes (de-incentivising services)</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> PoC site management, rehabilitation, expansion and maintenance                             <ul style="list-style-type: none"> <li>▪ Camp management team identified space to relocate IDPs and alleviated congestion by coordinating with the Shelter Cluster to construct communal shelters and advocating with UNMISS to expand the PoC site</li> </ul> </li> <li><input checked="" type="checkbox"/> DTM through registration, return intention surveys, VAS and mobility and movement trend tracking                             <ul style="list-style-type: none"> <li>▪ Enumerators at PoC gate count and interview people entering and exiting the PoC on a daily basis</li> </ul> </li> <li><input checked="" type="checkbox"/> CCCM cluster coordination and strategy                             <ul style="list-style-type: none"> <li>▪ Camp management team coordinates weekly meetings with PoC partners to identify gaps in service provision</li> <li>▪ Camp management team coordinates bi-weekly CCCM cluster meetings</li> </ul> </li> <li><input checked="" type="checkbox"/> AAP initiatives such as CWC activities                             <ul style="list-style-type: none"> <li>▪ Camp management team coordinates weekly meeting with community leaders to understand local needs and obtain beneficiary feedback</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> PoC site management, rehabilitation, expansion and maintenance                             <ul style="list-style-type: none"> <li>▪ Physical verification of PoC site including site extension</li> <li>▪ KII with camp manager confirmed site management, site improvements (e.g. concertina wire) and site extension beginning on 26 Jan 2017</li> </ul> </li> <li><input checked="" type="checkbox"/> DTM through registration, return intention surveys, VAS and mobility and movement trend tracking                             <ul style="list-style-type: none"> <li>▪ Observed biometric registration of PoC residents</li> <li>▪ KII with DTM assistant confirmed that movement trend tracking initiated in July 2016</li> </ul> </li> <li><input checked="" type="checkbox"/> AAP initiatives such as CWC activities                             <ul style="list-style-type: none"> <li>▪ Attended weekly community leaders' meeting</li> <li>▪ KII with camp manager confirmed creation of elected community leadership system to communicate weekly with humanitarian partners</li> </ul> </li> <li><input checked="" type="checkbox"/> Build capacity of local partners                             <ul style="list-style-type: none"> <li>▪ KII with camp manager confirmed two day training for site managers in collective centres from 4-5 Nov 2016</li> </ul> </li> </ul>
<b>Outputs</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Coordination activities for all CCCM partners</li> <li><input checked="" type="checkbox"/> PoC sites maintained or expanded</li> <li><input checked="" type="checkbox"/> Displacement tracking and VAS completed</li> <li><input checked="" type="checkbox"/> Common living and working spaces constructed in strategic accessible locations</li> <li><input checked="" type="checkbox"/> Local nongovernmental organisations (NGOs) trained to respond to humanitarian needs</li> <li><input checked="" type="checkbox"/> Cluster partners receive training and guidance to assist displaced populations</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Coordination activities for all CCCM partners                             <ul style="list-style-type: none"> <li>▪ Camp management team organised bilateral meetings and joint site visits with five humanitarian partners to highlight importance of partner coordination</li> </ul> </li> <li><input checked="" type="checkbox"/> PoC sites maintained or expanded                             <ul style="list-style-type: none"> <li>▪ 24,379 IDPs residing in Wau PoC as of September 2017</li> </ul> </li> <li><input checked="" type="checkbox"/> Displacement tracking and VAS completed                             <ul style="list-style-type: none"> <li>▪ DTM team disseminated 10 reports to partners in Western Bahr el Ghazal in 1st quarter of project (Nov 2016)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Coordination activities for all CCCM partners                             <ul style="list-style-type: none"> <li>▪ KII with camp manager indicated no reported instances of service duplication due to strong coordination across partners</li> <li>▪ Camp manager reported meeting weekly with roughly 15 partners</li> <li>▪ KII with camp manager indicated no reported instances of service duplication due to strong coordination across partners</li> </ul> </li> <li><input checked="" type="checkbox"/> PoC sites maintained or expanded                             <ul style="list-style-type: none"> <li>▪ Physical verification of PoC site including site extension</li> </ul> </li> <li><input checked="" type="checkbox"/> Displacement tracking and VAS completed                             <ul style="list-style-type: none"> <li>▪ Observed biometric registration of PoC residents</li> <li>▪ KII with camp manager confirmed DTM occurred in collective centres beginning in July 2017</li> <li>▪ KII reported that biometric registration occurred on 30 June 2016, 15 July 2016 and 13 March 2017</li> </ul> </li> <li><input checked="" type="checkbox"/> Common living and working spaces constructed in strategic accessible locations                             <ul style="list-style-type: none"> <li>▪ Physical verification of PoC Camp Management Tukul and PoC extension with communal living spaces</li> <li>▪ KII with camp manager confirmed two day training for site managers in collective centres from 4-5 Nov 2016</li> </ul> </li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The dignity and living conditions of PoC residents is ensured through appropriate and timely service provision and coordination</li> <li><input checked="" type="checkbox"/> PoC community's ability to operate, access to privacy and self dignity is increased as a result of appropriate living space and conditions</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The dignity and living conditions of IDPs residing in PoCs is ensured through appropriate and timely service provision and coordination                             <ul style="list-style-type: none"> <li>▪ Camp management team decongested crowded areas of the PoC</li> </ul> </li> <li><input checked="" type="checkbox"/> PoC community's ability to operate, access to privacy and self dignity is increased as a result of appropriate living space and conditions                             <ul style="list-style-type: none"> <li>▪ Vulnerable people were prioritized for relocation from congested areas</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The dignity and living conditions of IDPs residing in PoCs is ensured through appropriate and timely service provision and coordination                             <ul style="list-style-type: none"> <li>▪ Physical verification of PoC site including site extension</li> </ul> </li> <li><input checked="" type="checkbox"/> PoC community's ability to operate, access to privacy and self dignity is increased as a result of appropriate living space and conditions                             <ul style="list-style-type: none"> <li>▪ KII with camp manager confirmed creation of elected community leadership system to obtain beneficiary feedback</li> </ul> </li> </ul>

5. Reported data based on 1st quarter narrative report for period of 17 July to 30 September 2016