

## Safe and Dignified Movement of Internally Displaced Persons



Photo: Eduardo Burmeister/Protection Cluster

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## Background

The protection and humanitarian situation in Cabo Delgado is deteriorating at an alarming rate since mid-2020, with increasing violence displacing hundreds of thousands of women, girls, boys and men in northern Mozambique.

The deterioration of the situation has caused a number of IDPs to be concentrated mostly in the southern districts, due to safety and security as well as access to humanitarian assistance and essential services. With the escalating humanitarian situation in Cabo Delgado, the local government in Cabo Delgado created a Provincial Commission for Social Support and Reconstruction in September 2020, which has been engaged in the various relocations of IDPs' at both provincial and district level. These activities have been implemented in close liaison and coordination with the humanitarian community.

Noting that movements are a primarily responsibility of the Government, this document was developed in coordination with the CCCM cluster, to be used to base **the informed, safe, voluntary and dignified movement of internally displaced individuals** after the observance of the principles endorsed the Protection Cluster in the *Return, Relocation and Resettlement Guidelines*, drafted in June 2020.

## Protection Principles

For movements of population that can include return, relocation and resettlement of displaced and/or affected people, the humanitarian community endorses the Guiding Principles on Internal Displacement and the Kampala Convention on Internal Displacement, which requires movements of populations to be safe, voluntary and dignified.

While acknowledging and welcoming the strong engagement by the authorities to provide solutions, this guideline calls upon humanitarian partners involved in the humanitarian response and the relevant authorities to ensure that relocation operations are always carried out in line with key protection standards and principles:

- **Voluntariness:** Relocation should always be based on a free, fully informed and voluntary decision by IDPs and should be devoid of any form of coercion or influence.
- **Transparency:** In line with international standards, those relocated should be provided with full information on the reasons and procedures for their relocation. This is important to ensure that there is free and informed consent on the movement of IDPs.
- **Safety:** Relocations should meet minimum conditions of physical, legal, and material safety as follows:
- **Physical safety:** The Government in collaboration with other relevant actors has the responsibility to ensure that places of relocation are safe, this includes safety during the relocation trip.
- **Legal safety:** The Government has the responsibility to remove legal and administrative barriers to relocation as well as ensure legal systems comply with international human rights standards to enable IDPs to exercise their basic civil, political and economic rights without prejudice.
- **Material safety:** IDPs should have access to basic services and available public utilities without discrimination.
- **Humanitarian character of sites and relocations:** Relocation convoys are used to move displaced populations and facilitate their access to humanitarian assistance. They are therefore “civilian objects” under IHL. That means they are entitled to protection against attack, unless and for such time as they become military objectives. This also means ensuring physical safety, by keeping combatants and fighters out of such sites.
- **Dignity:** Dignity requires the recognition of IDPs as human beings. Hence, during relocation process, IDPs should be consulted and they must be given an opportunity to talk about the issues that concern them. Humanitarian workers should provide transparent information at each stage of the project the

*process and manage their expectations. They should be informed about the aid that they will receive and the targeted assistance criteria.*

- **Non-discrimination:** *Humanitarian action must be taken without any adverse distinction based on nationality, ethnic origin, religion, class, political opinion or other ground.*
- **Preservation of family unit:** *voluntary relocations will, to the extent possible, preserve family unity. During the relocation exercise, all efforts should be made to move families together either in the same vehicles or in the same group of vehicles. If separation becomes necessary, efforts will be made to keep children with their parents or caregivers.*
- **Durable Solutions:** *In line with Kampala Convention's obligation to provide durable solutions to situations of internally displaced persons; it is important to look at these relocation efforts from a durable solutions perspective from the onset, to avoid renewed displacement and new humanitarian needs.*
- **Considerations around HLP:** *IDPs' choice to relocate, in the absence of the possibility to be able to return to the IDPs' location of origin, must not be considered as a renunciation of the right to return in safety and with dignity to the original place of residence, should that option later become feasible. Nor, must it be considered a renunciation of the right to have restored to them any HLP assets of which they were arbitrarily deprived during the displacement'.*

### Recommended site standards prior to relocation

Prior to relocation to a planned relocation site, CCCM, WASH and Shelter actors will work together to ensure that all key infrastructure is already in place at the site. This must include

- Demarcated, cleared plots of agreed size are available for the appropriate number of households in safe areas.
- Emergency standard communal latrines, to last until CLTS is possible.
- Emergency standard access to water through water points, connection to the FIPAG lines, solar pumps etc. In exceptional cases where drilling is expected to take longer, water trucking may be discussed as temporary measure that should last no more than one month.
- The identified shelter partner should be prepared and have verified a list for the distribution of emergency shelter type A and NFI kits. As below, support should be available for vulnerable households.
- FSL must be aware of the relocation to ensure continuation of general food distribution support.

### Communication on relocation/resettlement process

As far as is possible, communication on relocations should ensure to give options for the displaced families. All families should be informed about:

- The voluntary character of the relocation/resettlement and available alternatives
- Reason for relocation/resettlement.
- What assistance package they will receive.
- Conditions and services access in the new area.
- Which area or group is planned for relocation, so families and communities can make an informed decision about their options to split or remain together.
- All assistance is given free of charge: there is zero tolerance for sexual exploitation and abuse or abuse of power

Families should be given the opportunity to ask questions and receive feedback, even on the day of relocation. Specific messages should be developed for each relocation through community engagement and CwC on with government information, complemented with relevant key points from appropriate clusters. Communication should be made with enough time to ensure members of the community have the

opportunity to enquire in case of any questions and populations receive the adequate feedback. In case relocation is conducted as an emergency measure, the window to provide information will be shortened. Activities should include:

- Consultation held with community leaders/traditional/religious leaders [essential]
- Community meetings conducted, to give opportunity for concerns to be raised & feedback given [essential]
- Households are informed [essential]
- “Go & see visits” organized and conducted, with men and women participants as well as other official representatives of the community [strongly recommended]

Actors engaged in the response must ensure majority of individuals are informed and able to provide feedback and raise concerns. This may require shelter-to-shelter visits to ensure women, elderly, persons with disabilities and others who may face challenges to participate in consultations are provided with the adapted support they need to participate and have equal access to information, and properly understand their options and the process, when feasible.

### Protection Screening

Identifying persons with specific needs prior to relocation is important for a variety of reasons that can include:

- Prepare special considerations for those who are disabled or suffer from chronic health issues;
- Unaccompanied children may not have been identified and their relocation may obstruct FTR processes or not be in their best interests for other reasons according to their specific needs;
- Maybe relocation can further aggravate the situation (i.e. moving persons who could require urgent medical attention away from functioning health facilities or transporting children further away from family members or care-givers).
- They might require immediate access to protection services instead of being relocated.

Obtain basic information and assess needs, as confidential as possible, on the individuals and groups requiring special assistance before, during or after voluntary relocation/resettlement, where possible, including:

- The number of persons requiring assistance broken down by gender, age, ethnicity, religious affiliation and civil status;
- Whether individuals are accompanied by or have been separated from immediate family members;
- The place of origin of individuals as well as duration of displacement;
- The physical condition of persons requiring assistance and whether urgent humanitarian and/or health assistance is required;
- Whether persons requiring assistance are traveling with personal effects or livestock;
- Pre-screening to provide an initial indication of the possible presence of combatants among the civilian population. If needed, plan on the engagement of the State or UN mission to ensure the civilian character of the population.

Before and after relocation, identification of persons with specific needs is important for a variety of reasons such as:

- Prepare special considerations for those who are disabled.
- Ensure that medical, protection, FTR colleagues are aware of the relocation and able to follow up with ongoing cases.

- Ensure those that require immediate access to protection services instead of being relocated have access to the appropriate services.

**Who:** During screenings, protection and CCCM actors should coordinate to support identification of the following categories before transport:

Elderly Persons	UASC	Persons with disabilities
High profile individuals that may be at greater risk of targeting	Persons with medical needs such as injuries or illnesses	Survivors of Violence and Torture (Highly Traumatized)
Pregnant and/or Lactating Women	COVID-19? Malaria?	Child headed households
Female headed households with young children	Persons from minority groups that are known to be particularly vulnerable	

**When: In coordination with local authorities and CCCM actors on the ground,** the screening of the population that will be relocated should happen simultaneously to the preparation of the master list of families, ensuring the process is conducted in a timely and coordinated fashion:

**Step by step:**

- Protection to prepare and share list of Unaccompanied or Separated Children with Child Protection actors.
- Identification of persons with disability and especially those with reduced mobility.
- The use of existing protection, CP and GBV referral pathways and pre-existing casework, as required, in order to link cases to case management service providers (GBV/CP/other) and those already with dedicated caseworkers in the new site for follow-up. Follow up should happen no later than within the week of the relocation arrival day.
- Inform protection, CP and GBV service providers of the relocation plan and process so they can provide relocation support to individual cases based on their needs and wishes, and trigger case transfer processes as required.
- Protection should ensure that those identified as with specific needs are informed about the relocation, their options, and will be provided with support to move if needed.
- Identifying material or other appropriate means for easy identification
- Within 72h of the relocation, protection actors should have prepared:
  - Number of households that will require support and accompaniment during their transit.
  - Protection cluster should share the list of vulnerable HH require support with construction of shelter and transportation of distributed items.
  - Plan made by Protection for transport of persons with limited mobility.

To prevent the separation of children, elderly and persons with disabilities from their families, the organization doing the registration may want to consider designing supplemental identification means such as bracelets or necklaces that contain key identity information. If such methods are used however, they should be distributed as late as possible before the evacuation to minimize potential loss or theft and information campaigns should be carried out to explain the purpose of the items.

## CHECKLIST – Main Items to be Followed Prior, During and After the Movement:

### 1. Before travel day

A day prior to the travels, affected populations should:

- Ensure that information is shared with the affected families for informed decision making; this includes comprehensive description of the conditions of the receiving sites, assistance available at the sites. Information on their rights regarding the provision of humanitarian services should be included: **all assistance is free, and that the humanitarian community has a Zero Tolerance policy on sexual exploitation and abuse.**
- Be provided with full information as to **when** and **where** they should be.
- If large movement of persons apply identify different areas/zones.
- **Number** of bus/car/alternative modalities they will be traveling in.
- What special considerations persons with specific needs should take into account.
- Identify government Focal point to contact in case of questions that they may have. Information on reporting complaints and feedback according to pre-existing mechanisms should be shared.
- Manage expectations in regards to any/food/water that they might receive during the travel.

All actors to be involved directly in departure and arrival location should be informed of the relocation, and then receive the detailed relocation plan from relocation Focal Point as early as possible

- Ensure all staff – INGC and Humanitarian community – to be well informed on the planning to ensure information passed is coherent and in “one voice”.
- Ensure all staff accompanying the movement is well coordinated

### 2. Preparation

#### 2.1 Vehicles

- Noting that the government is currently responsible for providing transportation, smaller buses/vans for persons with specific needs. Especially extremely vulnerable individuals such as Elderly, Pregnant and Lactating Women, etc
- Ambulances in case persons with serious medical needs are transported.
- Larger buses with individual seats are prepared for the transportation of all those who have not been identified to have specific needs. Government should ensure that minimum security standards are followed and that the vehicle used is appropriate and carrying a number of individuals that is consistent with its capacity.
- If relocation is planned by vehicle, route should be checked for access issues the day before and morning of relocation to ensure e.g. no flooding, mud or construction will impede transport.
- If relocation is planned by vehicle, drivers of the vehicles must be briefed on the route beforehand, speed limits and road safety considerations. Where possible, drivers should also be brief on their role and responsibilities in terms of safeguarding and PSEA, and how to report any concerns. Only appropriately sized vehicles that are in good condition and that can safely navigate the roads without causing a hazard should be used (for instance, vehicles that do not need to speed up significantly to go uphill).

#### 2.2 Assembly & boarding

- Print manifest

- Monitoring of departure points by CCCM and Protection partners to ensure voluntary nature of relocation, with the clearly visibility of all humanitarian actors and staff involved (including transportation staff where applicable) for accountability purposes
- Ensure all buses/trucks/porters are present at departure area
- Buses should be clearly marked with appropriate numbering
- Families should be kept together and board buses according to numbers allocated in households lists to facilitate monitoring

## **2.3 Departure Area**

- Shade must be provided, and drinking water and latrines must be available.
- In coordination with District Authority, CCCM and Protection actors, sufficient staff for guiding families and civilian crowd control must be present.
- Protection actors should be present to identify and assist vulnerable individuals. If required, separate waiting areas or priority queuing should be ensured for persons with reduced mobility requiring assistance (including elderly persons/ pregnant women close to term/ persons with disabilities or with other specific needs that require separate safe space), again ensuring that household units are maintained and EVIs are not separated.
- Health actors should be present or informed of the transport process and ready to respond if necessary.

## **2.4 Boarding/departure:**

- Call for families for boarding, or grouping if relocation is by foot.
- Verify each household against the manifest as boarding/grouping happens.
- Protection present to support vulnerable individuals.

## **2.5 Disembarkation**

- Disembark all individuals at arrival point.
- Unload luggage; support to be provided to individuals with specific needs previously identified.
- Shade must be provided; drinking water and latrines must be available.
- Family groups should wait in shaded areas with their belongings.
- Families verified against the final manifest and directed to plots while heads of household work with government technicians and site planning actors for plot allocation. Once plots are allocated, households should move to the allocated plot.
- Once plots are allocated, appropriate Shelter and NFI distribution should be completed.
- Information desk should be available in the arrival area.

## **3 Complaint and Feedback Mechanism**

- Information about Linha Verde, as well as other feedback mechanism if available, should be provided with full information regarding the relocation exercise in case a person calls to understand the exercises that will take place.

## **4 Post-Relocation Monitoring**

- Include the questions to be used in a post-relocation monitoring and direct intervention of Protection partners to assess possible issues and to provide immediate assistance to the newly arrived.
- Service provision and assistance is maintained and rapidly ramped up to attend the needs of the upcoming community.

## **5 List of Focal Points**

A list of focal points, with clear assigned responsibilities, should be drafted before the start of the process and shared with humanitarian actors and government members involved in the relocation/resettlement process.

Sector	Support (for all relocations/returns)	Phase (Before, During, After)	Org.	Specific support for XXX relocation/available quantity	Notes
CCCM	•	Before, during and after			
Shelter	•	After  Before			
WASH	•	Before / After			
Health	•	Before			
Food Security	•	Before, during after			
Community Engagement	•	Before and After			
Protection	•	Throughout the process  Before and After.  Before and after  Before and after  Before During and After			
Education	•	Before and during			
Nutrition	•	Before After			