



Humanitarian hub in Banki © IOM 2020

### Context and needs analysis

Following violent attacks perpetrated by non-state armed groups (NSAG) resulting in massive displacement, the humanitarian community began providing humanitarian assistance; however, several United Nations Agencies and Non-Governmental Organisations (NGOs) were faced with a challenge related to the availability of safe accommodation and office facilities for their teams. In response to the need, the International Humanitarian Partnership (IHP) through the Swedish Civil Contingencies Agency (MSB) partnered with IOM in setting up humanitarian hubs in Maiduguri and in newly accessible areas. On 30 April 2018, MSB ended their deployment in Borno State and handed over the completion of the building of the remaining hubs and operation of all the humanitarian hubs to IOM. Despite the establishment of the hubs, the continued insecurity in the regions still poses a major challenge to humanitarian presence. Therefore, there is a need not only to continue to provide a safe accommodation to first line responders, but also improve the overall security facilities of the hubs.

### IOM Humanitarian Hubs Management

Currently, IOM operates nine humanitarian hubs in north-east Nigeria consisting of a 142-bed base camp in Maiduguri (Red Roof), two field hubs in Banki with a combined capacity of 83 beds, and 15-bed field hubs in Gwoza, Bama, Ngala, Dikwa, Monguno and Damasak. The humanitarian hubs provide a safe operating space to humanitarian responders, enabling them to access and provide better quality assistance to the population affected by the conflict. The hubs offer SRM-compliant accommodation including food service, office space, cable TV service and meeting/training facilities. The field hubs also host the internet connectivity service of the Emergency Telecommunications Sector (ETS). To ensure security and safety of the partners using humanitarian hubs, IOM works to complete the recommended security upgrades in all hubs which will be finalized in 2021.

#### KEY FACTS

**9,633**

individuals benefitted from humanitarian hubs in 2020.

**142**

bed capacity in Maiduguri hub (Red Roof)

**83**

bed capacity in two Banki field hubs

**15**

bed capacity in field hubs Gwoza, Bama, Ngala, Dikwa, Monguno and Damasak

**30kw**

solar power system installed in Banki hub

**42**

hub staff trained on Prevention of sexual exploitation and abuse (PSEA)



Monguno humanitarian hub © IOM 2020



Gwoza humanitarian hub © IOM 2020



Ngala humanitarian hub © IOM 2020



Bama humanitarian hub © IOM 2020

### Priority activities in 2021

- ◆ Complete the implementation of the priority 1 security facilities requirement of the hubs.
- ◆ Install solar power systems in field hubs in Bama, Gwoza, Ngala and Dikwawich are very heavily used by humanitarian workers.
- ◆ Keep the facilities of all nine hubs properly maintained and available for the use of humanitarian workers. The facilities and equipment of the hubs are at least three years old. They have been constantly used since the hubs started operating. Some of them will require replacement or at least some of their parts will be worn out and will require replacement to ensure that the hubs will be able to continue to sustain their operation despite the relatively old facilities and equipment.

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