

## CONTEXT

The over a decade-long conflict in north-east Nigeria has created one of the largest humanitarian crises in the world expanding also to neighbouring Cameroon, Chad and Niger. Particularly affected are Borno, Adamawa and Yobe or the so-called BAY states which host the highest number of internally displaced populations (IDPs) that continues to rise. As of November 2020, IOM's Displacement Tracking Matrix (DTM) identified 2,144,135 IDPs or 441,361 households which is a significant increase compared to December 2019 when 2,039,092 IDPs were recorded. More than 90 per cent of IDPs have been displaced due to the resurgent violence and 39 per cent have been displaced more than once. The Year 2020 was particularly challenging as the COVID-19 pandemic further exacerbated the already dire humanitarian situation leaving 10.6 million people in urgent need of assistance. About 80 per cent of the people in need are women and children, two groups most exposed and vulnerable to gender-based violence. Both IDPs and host communities are further affected by the deterioration of livelihoods, food insecurity and poverty as well as lack of essential services.



Displaced population in IDP camp © IOM 2020

## IOM'S RESPONSE

Despite the challenging environment, IOM seeks to ensure a cohesive and integrated approach to protection, guaranteeing sustainable assistance to affected populations through a multifaceted approach that encompasses the following thematic areas: Displacement Tracking Matrix (DTM), Shelter, Non-Food Items (NFI), Camp Coordination and Camp Management (CCCM), Water, Sanitation and Hygiene (WASH), Livelihood Assistance and Mental Health and Psychosocial Support (MHPSS). IOM is also responsible for managing nine humanitarian hubs for humanitarian partners to use. Interventions contributing to the improved conditions of vulnerable populations are closely coordinated with the Federal Government of Nigeria and other humanitarian partners. Alongside the humanitarian efforts, IOM has also worked towards operationalising the humanitarian-development-peace nexus. Initiatives have been designed to promote dialogue, restore access to basic services, and boost local economies by facilitating trade and income generation, constructing or rehabilitating community infrastructure, and raising awareness on the benefits of peace.

### 2020 SNAPSHOT

The Federal Government of Nigeria together with the humanitarian community has begun to focus their efforts on the **decongestion of overcrowded IDP camps**, a temporary yet timely measure to better the living conditions of displaced families. In the town of Dikwa, IOM has relocated 899 individuals to improved shelters at the recently established Umarti camp following the approval of local and state authorities.

The year 2020 was characterized by **increased insecurity and violence** by the Non-State Armed Groups (NSAG) whereby attacks against civilians in the BAY states have increased by 24 per cent compared to 2019. Furthermore, hostilities have taken its toll also on humanitarian community working to deliver aid to people in need, as attacks targeting humanitarian workers have continued throughout 2020, including an attack on the Humanitarian Hub in Monguno hosting over 50 humanitarian workers.

In the first half of the year, **major displacements** were recorded from Sokoto, Katsina and Zamfara. About 60,000 people crossed the border to Maradi, Niger due to an increased violence. In May, around 15,000 people in Dapchi town in Yobe State fled to neighbouring towns of Gaidam, Gashua, Nguru, Damaturu due to fears of renewed attacks by Boko Haram. Thousands of new arrivals were recorded in Bama, Dikwa, Ngala, Gwoza, MMC and Jere camps from the surrounded communities.

The **outbreak of COVID-19** has had a major impact not only on emergency operations and aid delivery but also on vulnerable populations already affected by the crisis. Particularly, for the IDPs living in highly congested camps and overcrowded shelters, the pandemic poses a risk of infectious diseases due to high incidences of chronic malnutrition and endemic malaria in addition to measles and cholera outbreaks. However, it also brought greater focus on hygiene and camp decongestion needs.



## IOM NIGERIA EMERGENCY RESPONSE ACTIVITIES (2020 INTERVENTIONS)

31 October 2020

Displacement Tracking Matrix (DTM) <b>108</b> LGAs covered by DTM activities.	Biometric Registration <b>12,130</b> Individuals biometrically registered	Non-Food Items (NFI) <b>33,030</b> Individuals from 6,386 households received NFI kits	Mental Health and Psychosocial Support (MHPSS) <b>132,067</b> Individuals received MHPSS assistance	Livelihood <b>2,100</b> Individuals received livelihood assistance	Water, Sanitation and Hygiene (WASH) <b>409,341</b> Individuals reached with WASH interventions	Shelter <b>46,080</b> Individuals from received shelter assistance	Camp Coordination and Camp Management (CCCM) <b>604,392</b> Individuals reached through CCCM site facilitation
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The intervention figures are from January to October 2020

### Total IDPs and Returnees

Source: DTM August 2020 (Round 33)

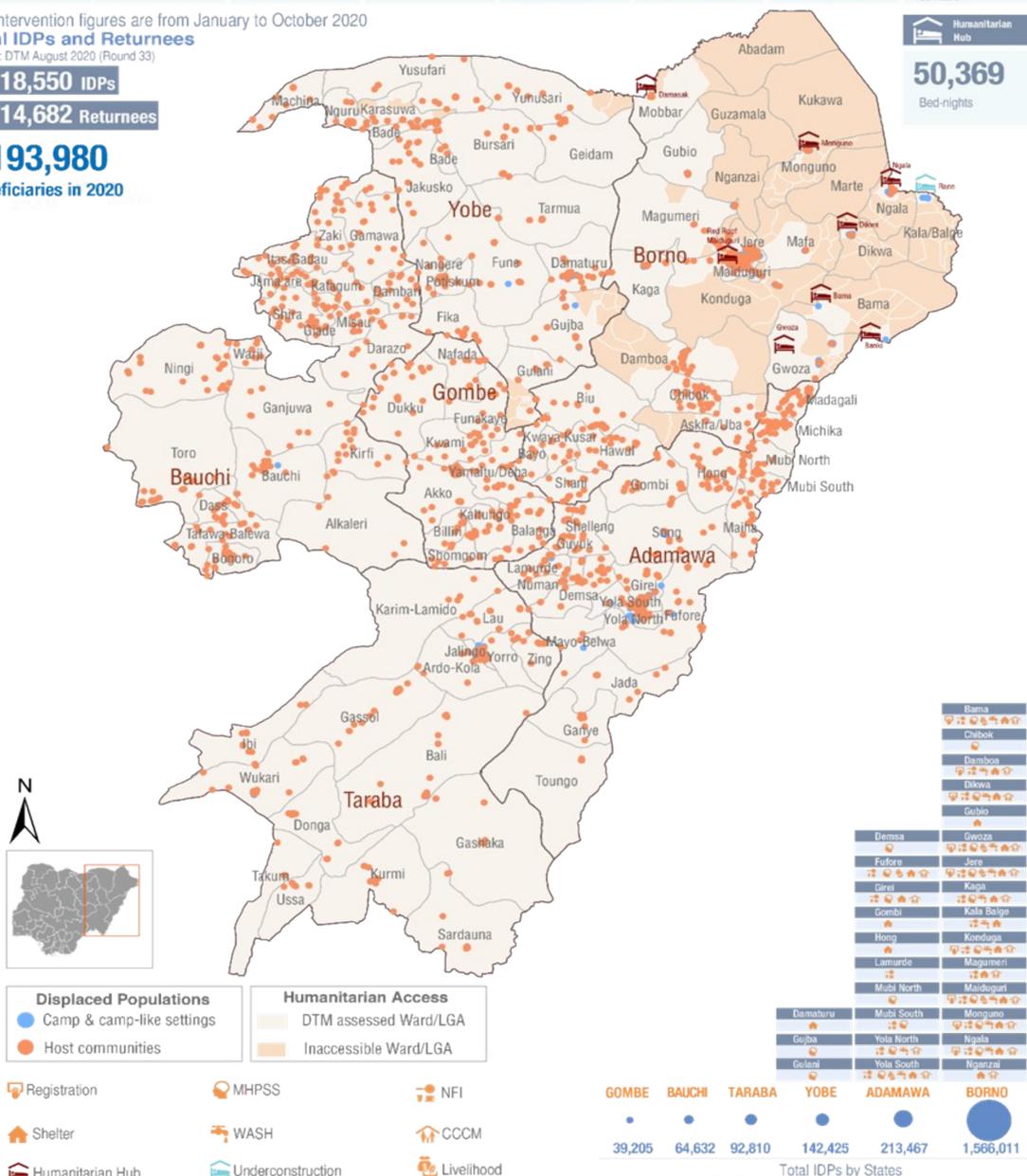
**2,118,550** IDPs

**1,714,682** Returnees

**1,193,980**

Beneficiaries in 2020

**50,369**  
Bed-nights



Emergency response activities © IOM 2020



# DISPLACEMENT TRACKING MATRIX (DTM)

IOM provides support to the Federal Government and humanitarian partners by establishing a comprehensive system to collect, analyze and disseminate data on IDPs and returnees to respond to the needs of the affected population in the **north-east and north-west and north-central regions**. The Federal Government and nearly 70 other humanitarian actors use the information products, including a COVID-19 situational analysis produced by IOM for a timely, coordinated and effective emergency response. IOM works in close partnership with the government's National Emergency Management Agency (NEMA) and a number of State Emergency Management Agencies (SEMAs) in addition to the Nigerian Red Cross. DTM reports and tools can be found here: <https://displacement.iom.int/nigeria>.



52 weekly Emergency Tracking Tool (ETT)



37,210 new beneficiaries biometrically registered



100,247 individuals' movements tracked



488,205 individuals assisted due to DTM biometric registration

## EMERGENCY TRACKING TOOL

Using the Emergency Tracking Tool (ETT), IOM tracks sudden displacements across Adamawa, Borno and Yobe States based on patterns of displacements into these locations.



Emergency tracking activities © IOM 2020

In 2020, ETT tracked **100,247 individuals** including their departures and arrivals. The information collected also included data on female-headed households, unaccompanied and separated children, food, health, education, market conditions and general conditions in the locations of origin. This information provides a better understanding of the conditions of displaced populations and allow for a targeted and sectoral response.

To compliment this, **52 ETT reports** were published along with mid-upper arm circumference (MUAC) information on all children under five to understand their nutritional status.

## BIOMETRIC REGISTRATION

IOM continued to utilize Biometric Registration (BR) for automated recognition of individuals to ensure effective migration data management in north-east Nigeria. Through BR, data of **37,210 new individuals** was collected in conflict-affected Local Government Areas (LGAs). This allowed six organizations to conduct 151 distribution activities assisting 488,205 individuals with various humanitarian support. In addition, IOM facilitated the identification of **11,176 children** under the age of five who did not have any documentation and collaborated with the National Population Commission (NPC) to assist with the issuance of birth certificates so they can access social services.



Registration of children under the age of five © IOM 2020

## DTM MOBILITY TRACKING

Through DTM Mobility Tracking assessments, in 2020, information was collected on almost **4.5 million internally displaced individuals and returnees** in 14 states divided in 3 regions (north-east, north-central and north-west). These assessments help to determine numbers and composition of forcibly displaced populations and assess their location, reasons for displacement and vulnerabilities, allowing for targeted and timely assistance.

## STABILITY INDEX

By conducting one Stability Index analysis in 34 LGAs, representing 520 villages/locations in 163 wards, IOM sought to identify 'pockets of stability' and to determine which factors are important in the decision making process of returnees. It also highlighted the importance of assessing the return intentions of individuals who are still displaced in order to provide the necessary assistance for the reintegration of those who have already returned to their area of origin, as well as to those who intend to return in the near future.



DTM staff conducting assessments © IOM 2020



DTM staff tracking individuals' departures and arrivals © IOM 2020

## CAPACITY BUILDING FOR PARTNERS

To ensure capacity building of partners, sustainability of initiatives and expansion of IOM's reach to inaccessible areas, capacity building activities on DTM tools and data collection methods were held for **96 partners** (10 women and 86 men) in the north-east region and 132 partners (123 men and 8 women) in the north-west and north-central regions.

# HUMANITARIAN HUBS

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). Aside these core services, the humanitarian hubs also provide staff-welfare facilities for humanitarian workers stationed at the hubs. Red Roof operates a gym, a mini-sports facility (Recreational Area) and a Social Area, while some of the field hubs have volleyball or mini-football courts.



Solar power system in Banki installed



COVID-19 Isolation Centre for Humanitarian Community established



**9,633** humanitarian workers benefitted from humanitarian hubs



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

In 2020, **9,633 individuals** from **157 partner organizations**, including UN agencies, NGOs, Government and donors, benefitted from humanitarian hubs. Among these, 2,258 used accommodation service, 4,694 used meeting/training facility; a monthly average of 2,681 individuals used the ETS Service). Throughout the year, it was continuously ensured that staff working in the hubs receive required capacity building and training. In this regard, IOM organized on the job trainings for 40 staff, pre-deployment training for two staff and a training on Prevention of Sexual Exploitation and Abuse (PSEA) for 39 staff and a training of trainers for three staff. The latter is of particular importance so that staff has knowledge and ability to respond to potential SEA cases.



Banki Humanitarian Hub Extension © IOM 2020



Gwoza Humanitarian Hub © IOM 2020

To provide continuous access to **electricity** for the guests in the field hubs, IOM installed a 30kw **solar power system** in Banki to partially supply the electricity requirement of the hub. This innovation allowed the hubs in Banki to provide electricity for up to 18 hours a day. Transporting sufficient volume of diesel for the generators has been a serious challenge for as the military allows up to 1,000 liters of fuel to be transported to the LGAs affecting the ability to provide 24-hour electricity for the hubs. IOM is in the process of deploying another 30kw solar power system in the hubs in Banki, a 35kw system in Monguno and up to 100kw system at Red Roof. The additional system in Banki and the new system in Monguno will help alleviate the challenge of providing sufficient electricity despite the restrictions in transporting fuel to the field. The system that would be installed at Red Roof will help lower the operating cost of the hubs and will therefore contribute to the sustainability of the hubs operation. To ensure security and safety of the partners using humanitarian hubs, IOM initiated **security upgrades** in all hubs, among which four have been completed, while in the remaining hubs, enhancements will be finalized in 2021.

## Feedback from Hub users

*“The hub provides safe and comfortable accommodation especially now that they replaced the tents with concrete structures. Staying at the hub enables me to do my daily activities with less stress.”* Usman Bala, GISCOR Field Mobilization Officer

*“The hub provides power, security, protection and internet service. The hub also allows us to meet and train our partners at the meeting/training facility of the main hub.”* John Ezekiel, FHI360 Field Coordinator



Bama Humanitarian Hub Extension © IOM 2020

## COVID-19 RESPONSE

When COVID-19 started, the hubs immediately coordinated with the Health Sector and with the WHO Surveillance Team and requested them to inspect the Red Roof facilities and sought their guidance on how to ensure that the facilities are able to address the risks brought about by the virus. Non-clinic measures were put in place, such as the use of a Self-Declaration Form, frequent washing/sanitizing of hands, reading of body temperature, observance of physical distance, etc. to mitigate the spread of the virus in the hubs. IOM also purchased infrared thermometers and increased the volume of hygiene supplies.

Moreover, eight accommodation units with their own sanitary facilities were allocated to be used as temporary accommodation for residents and guests with COVID-19 symptoms until they are transferred to the government-run isolation centres. IOM also identified accommodation buildings and sanitary blocks for guests with COVID-19 symptoms until they are airlifted to Maiduguri for medical intervention.

Through the Memorandum of Understanding (MoU), IOM partnered with University of Maiduguri Teaching Hospital (UMTH) to establish and operate a COVID-19 Isolation Centre for Humanitarian Community which became operational in November 2020. Moreover, one floor of the University of Maiduguri Teaching Hospital was renovated and converted into a 32-bed isolation centre including four ICU rooms; 16 isolation and treatment rooms and two ICU rooms for the humanitarian community were equipped as part of the efforts to combat the pandemic.



ICU room at the Isolation Centre © IOM 2020



COVID-19 Isolation Centre © IOM 2020



Patient treatment room at the Isolation Centre © IOM 2020

# CAMP COORDINATION AND CAMP MANAGEMENT (CCCM)

To support the Internally Displaced Persons (IDPs), IOM's Camp coordination and camp management (CCCM) programme works with the National Emergency Management Agency (NEMA) and the respective State Emergency Management Agency (SEMA) in the management of displacement sites in Borno and Adamawa States. IOM conducts site improvements, care, and maintenance towards mitigation of hazard risks as well as care and maintenance of infrastructure.



537,168 beneficiaries assisted



1,404 beneficiaries supported with cash for work initiatives



115 IOM-managed sites



100 feedback and complaints desks

## SITE MANAGEMENT AND IMPROVEMENT

In 2020, IOM completed **13 different types of interventions in 115 sites**, such as the provision of shelter maintenance materials and tools, management of fire stations, supply of sand for sandbagging and sand filling for rain season response etc. This way, IOM effectively managed flooding situations in the camps during the rainy season. Through these interventions, IOM was able to support 1,404 beneficiaries with Cash for Work (CfW) initiatives.



Community drainage in GSSSS camp, Bama © IOM 2020



Solar lights installed in Farm Centre Camp, Jere © IOM 2020

## CAPACITY BUILDING AND COMMUNITY ENGAGEMENT

IOM also provides trainings for site committees and supports the establishment of governance structures to ensure sustainability and ownership by the affected population of the interventions implemented. In 2020, seven different **consultation meetings and trainings for 3,851 camp residents took place**. To promote inclusion of all affected groups, some of these trainings focused on women and people with disabilities. For example, a sensitization session was carried out on involving women and girls in camp life and decision-making processes. The activity was conducted with camp leaders and members of the camp sectoral committees who extend the messages to the rest of the camp population. IOM furthermore conducted **16 trainings** for 304 individuals from camp committees and 44 individuals from partner organizations. To promote Accountability to the Affected Populations (AAP), IOM managed **100 complaints and feedback mechanism desks** in displacement sites. Through continued partnership with **Translators Without Borders (TWB)**, IOM ensured that there is a two-way communication with affected communities by providing translation and interpretation services.

Production of face masks for IDPs

At the inception of the COVID-19 pandemic in Nigeria, face masks were sold at extremely high prices making it impossible for the majority of the camp residents to afford them while there was a fear of contracting the virus in camps. IOM selected and engaged 41 women and girls, including those with disabilities, who had participated in the Women Participation Project (WPP) piloted in 2019 to participate in the production of 21,000 face masks. These masks were then distributed to the camp residents.



WPP leadership skills training, MMC © IOM 2020

Sensitization sessions on gender equality

Sensitization sessions were organized to promote the benefits of including women and girls in camp life and decision-making processes. 2,780 Camp leaders and members of the camp sectoral committees (religious leaders, site maintenance, protection, WASH, PLWD, health, and food committees) participated in the sessions. Upon participation in this activity, participants then informed the camp community on the content of the session and raised awareness on the importance of gender inclusion.



WPP sensitization session, Konduga © IOM 2020

COVID-19 mitigation measures training

To raise awareness on COVID-19 mitigation measures, IOM organized trainings for 315 women leaders, people with disabilities, and members of the camp sectoral committees to strengthen their knowledge and ability on how to protect themselves against the virus. Participants then ensured to extend their newly gained knowledge to the rest of the camp population.



WPP skills training © IOM 2020

Provision of livelihood equipment and star-up kits

To promote empowerment of women and girls including those with disabilities, IOM supported 295 women and girls with livelihood equipment and star-up kits to improve their income generation and skills to boost their confidence so they can meaningfully participate in camp activities and decision-making processes. Moreover, 28 persons with disabilities received walking aid items to move freely in the camp and thus participate in camp life and governance structure.



Training of Camp Committee members, Konduga IOM 2020

# SHELTER AND NON-FOOD ITEMS (NFI)

With the provision of shelter and NFI assistance, in 2020, IOM supported 58,800 individuals through different types of shelter solutions and 35,589 people with NFI support in the aftermath of the crisis. This included the provision of standard or improved emergency shelter (ES) kits, constructed or reinforced emergency shelters, NFI kits and cash support.



**35,589** individuals assisted with NFIs



**52,000** individuals assisted with different types of shelter solutions



**400** households (2,200 individuals) in return areas received shelter repair kits and cash grants



**17** abandoned buildings rehabilitated and partitioned for accommodating new arrivals



**180** self-quarantine shelters constructed for both host and IDP communities



**500** COVID-19 mitigation kits prepositioned in critical locations

## NEW ARRIVALS

As a result of attacks by the Non-State Armed Groups (NSAG) in Gongolong/Kesa axis, IOM supported **new arrivals** in Damasak and Maiduguri with emergency shelter kits for 647 households (3,559 individuals) living in the open or in self-constructed makeshift shelters. Another group of new arrivals in Damasak consisting of 250 households (1,375 Individuals) was supported with emergency shelter kits. Displaced households received 5,245 improved NFI kits, 200 basic NFI kits, 1,983 loose NFI kits, and 200 households received cash support. Many of the NFI kits included also clothing and hygiene items, such as reusable sanitary pads. IOM also responded to the urgent needs of new arrivals and returnees with NFI kits to support new arrivals/returnees with basic NFI solutions to rapidly support more than 2,000 households.



ES kits prepared for new arrivals in Gungolong © IOM 2020

## CAMP DECONGESTION EFFORTS

IOM has been proactively involved in the decongestion efforts to alleviate the overcrowded conditions in some of the displacement camps. In Dikwa, IOM was able to secure a piece of land and constructed **200 improved emergency shelters**.



Rehabilitation of an abandoned building in Gwoza © IOM 2020

As land availability remains one of the major challenges for shelter interventions, IOM also rehabilitated and partitioned **17 buildings** in Gwoza, Ngala and Bama to provide an alternative housing solution to the affected population.

## RESPONSE TO DIFFERENT HAZARDS

IDPs in camps are exposed to weather elements, health risks and other hazards that could increase their vulnerabilities. During the dry season, a series of fire outbreaks occurred in different locations affecting hundreds of IDPs living in camps or camp-like settings leading to the loss of their shelters and NFIs. In response to fire outbreaks in Monguno, IOM provided **807 emergency shelter kits** to 4,439 individuals. As part of preparations for the rainy season, IOM distributed emergency shelter kits in various locations for 4,148 IDPs living in poor quality self-made shelters. In addition, **2,036 emergency shelters were reinforced** through the provision of materials and skilled labour.

## SHELTER ASSISTANCE OUTSIDE OF CAMP SETTINGS

IOM also focuses on supporting affected population outside of camp settlements and areas of return. To rehabilitate their damaged houses, 150 households in Gwoza and 250 households in Bama received shelter repair kits and cash grants.



### Transitional shelter solution

To support efforts towards a more durable and transitional shelter solutions, IOM worked to develop alternative shelter designs with a longer lifespan which are more fire and wind resistant, adapted to the cultural context, and enabling possibilities for self-repair and maintenance. This solution is based on a gradual transformation approach from an emergency shelter into a mud brick shelter. After the development of the designs, IOM took the lead in constructing four prototypes using the transformation phases in TVC camp in Maiduguri and plans to further implement this solution for new settlements.

Transformation of emergency shelter into transitional shelter © IOM 2020



### IOM allocates new shelter to family of eight

Nana Kadi and her family arrived in Bama town after having survived an attack by NSAG in her village. Having been forcibly displaced, she and her seven children moved from one village to another in search for safety. When they arrived in Bama, they were taken to the reception centre where they were provided with accommodation. However, they did not feel comfortable as it did not provide sufficient privacy. In response, IOM allocated an emergency shelter providing safety and privacy for the family. “I am very happy with my current shelter. The reception centre where we lived before was overcrowded and our belongings often went missing”, Nana said. “Thanks to IOM, we now feel safe and our belongings are in a secure place in our new shelter.”

Nana Kadi and her seven children © IOM 2020

## COVID-19 RESPONSE

In response to COVID-19 outbreak, IOM developed the design and site plans for **self-quarantine shelters (SQS)**. These are facilities that will allow people who are coming from outside the State or LGA, and/or those who may have been exposed to COVID-19 to self-quarantine for 14 days, while their health conditions are being monitored. In 2020, IOM constructed 180 self-quarantine shelters in Borno and Adamawa. Additionally, COVID-19 mitigation kits were prepared and prepositioned within these facilities to provide necessary items for users. Also, 500 COVID-19 mitigation kits were prepositioned in other critical locations.



Ongoing construction of SQS in Monguno © IOM 2020



Finalized construction of SQS in Bama © IOM 2020

# WATER, SANITATION AND HYGIENE (WASH)

Ensuring access to safe, equitable, and adequate Water, Sanitation, and Hygiene (WASH) Promotion services for conflict affected population is a crucial life-saving activity. In 2020, IOM scaled up its WASH interventions in 111 sites across 12 LGAs in Borno and Adamawa States. As per the WASH Sector rationalization strategy, one agency provides a full WASH package in a camp, resulting in IOM being the sole WASH service provider in 25 camps in Borno State. Also, in Adamawa, IOM provided full WASH services for 17 (out of 23) camps/sites. Putting the rights of vulnerable groups, PWSN, children, and the elderly was an integral part of WASH programming throughout the year with efforts made in advocacy for the development of improved, accountable, and effective ways to reach vulnerable groups.



111 sites benefitted from WASH interventions



435,890 people assisted with sanitation



375,825 people assisted with water supply



632,231 people assisted with hygiene promotion, including on COVID-19

## WATER SUPPLY, SANITATION, HYGIENE PROMOTION AND SOLID WASTE MANAGEMENT

In 2020, 375,825 people benefitted from water supply. This was achieved by **drilling nine new boreholes** in Jere, MMC, Konduga, and Yola North LGA camps, while 12 existing boreholes have been rehabilitated and upgraded with solar power in MMC, Konduga, Dikwa, and Bama LGA camps. Moreover, three camps have been supported by water trucking to fill the water gap and more than 600,000 liters of water have been distributed every week.

Through **construction, operation, and maintenance of sanitation facilities**, 435,890 people have improved access to sanitation. IOM constructed 655 latrine and shower stances in Bama, MMC, Gwoza, Konduga, and Jere LGA camps and conducted daily operation, cleaning, and maintenance for 6,419 IOM sanitation facilities in 11 sites. More than 16,235 other WASH partners' latrines were dislodged, and 659 foot-operated handwashing stations have been designed, installed, and operated in Borno and Adamawa States.

To raise awareness, IOM conducted **hygiene promotion activities** and reached 632,231 people with key hygiene messages. IOM also assisted more than 22,000 people affected by the cholera outbreak and floods in Adamawa State. To ensure sustainability and community ownership of the WASH programme, 409 hygiene promotion community volunteers (HPCVs) and 623 WASH committees (WASHCOMs) have been trained to support the community WASH interventions. In addition, 276,188 individuals were assisted with **solid waste collection, transportation, and disposal services** in Borno State.



Water supply in IDP camp © IOM 2020



New sanitation facilities, MMC camp © IOM 2020



Hygiene promotion session, Dikwa © IOM 2020



Decentralized wastewater treatment system, MMC camp © IOM 2020

### Decentralized Wastewater Treatment System

IOM continuously seeks to include innovative approaches into programming. In 2020, IOM implemented a pilot Decentralized Wastewater Treatment System (DEWATs) at camp level. The pilot project intended to provide a solution for the treatment and disposal of fecal sludge in two camps in Maiduguri Metropolitan Council (MMC) Stadium Camp and Bama GSSS camps. Based on the outcomes of the pilot project, IOM plans to replicate the same approach in different camps in 2021.

# MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)

In a context where people experience tremendous hardships due to the crisis in the Northeast, IOM seeks to strengthen the well-being of crisis-affected populations, including in areas of voluntary return. Beneficiaries are able to access various services, including counselling, sensitization on COVID-19, specialized mental health services, Focus Group Discussions (FGD) etc.



**713,000** individuals assisted with MHPSS services and activities in camps, camp-like settings and host communities



**14** MHPSS operational safe spaces

In 2020, more than 713,000 people benefitted from various MHPSS activities. To achieve this, IOM deploys more than 100 staff in different areas to reach people in need through the following teams:

**Mobile teams** conduct regular needs assessment to understand the mental health and psychosocial needs, concerns and issues of the affected individuals, families and communities they are working with; offer direct provision of psychosocial support services and activities. There are 16 mobile teams with 73 members.

**Referral teams** facilitate referrals for specialized mental health services for people identified with mental health challenges. This is achieved through the MoU signed with the Federal Neuropsychiatric Hospital in Maiduguri, Specialist Hospital in Yola and deployment of psychiatric nurses from the Neuropsychiatric Hospital in Maiduguri to the hard-to-reach locations in Ngala, Banki, Dikwa, Munguno, Bama and Gwoza. IOM currently has two such teams with seven members.

**Community animators** are recruited from among the displaced populations to serve as community agents facilitating continuous engagement of community members in different PSS services and activities such as support groups, sensitization, informal education and referral to other services. There are currently 16 community animators divided into seven teams.



Multipurpose Community Hall, Yola © IOM 2020

## Multipurpose Community Hall

In 2020, IOM constructed the Multipurpose Community Hall (MPCH) in Yola, Adamawa State to address some of the identified needs and gaps aiming at improving psychosocial wellbeing of community members including GBV survivors. The hall will provide various services for community members. Standard Operating Procedures (SOP) for the management of the MPCH have been developed and the hall is expected to be fully operational in 2021 for community members to use.

## SAFE SPACES

IOM operated **14 MHPSS safe spaces** located in different IDP camps. These facilities aim to provide safe, convenient and dignified spaces to implement MHPSS services and activities such as counselling, livelihood engagement, informal education, etc. Furthermore, they are used to store reference materials such as books, Information, Education, and Communication (IEC) materials and other forms of references for continuous engagement of the affected communities. Some of the spaces allow for more interactive sessions with video presentations.

## COVID-19 RESPONSE

IOM designed, printed and distributed **IEC materials**; produced and broadcasted radio jingles in Kanuri, Hausa and English languages; conducted COVID-19 perception surveys in field locations. Moreover, female victims of trafficking produced 500 face masks and were also trained to play an important role in rising awareness and disseminating key messages on the need to use regularly use face masks and other preventive measures to contain the spread of the virus, such as physical distancing and regular hand washing and sanitizing.

# PROTECTION, MITIGATING GENDER-BASED VIOLENCE AND COUNTER-TRAFFICKING

Mainstreaming protection, mitigating Gender-Based Violence (GBV) and promoting Counter-Trafficking (CT) in crisis situations, are among IOM's key activities to ensure that affected populations benefit from safe, dignified and equitable access to services. Following an integral approach, IOM contributes to improving the protection and living conditions of crisis-affected populations by strengthening law enforcement's capacity to respond to GBV, Sexual Exploitation and Abuse (SEA) and Trafficking in Persons (TIP).



**33,819** individuals reached through GBV, SEA and CT sensitization sessions



**538** individuals, incl. government officials trained on protection mainstreaming

## CAPACITY BUILDING AND SENSITIZATION

In 2020, IOM worked with civilian law enforcement, especially Nigeria Police Force (NPF), Nigeria Security and Civil Defence Corps (NSCDC), and the Ministry of Women Affairs and Social Development (MWASD) to strengthen their capacity to respond to GBV, SEA, and TIP. This included the **provision of trainings**, including for trainers, as well as the **development of training manuals** to ensure the trained officers are able to cascade their knowledge to their colleagues. Some of these trainings targeted female police units deployed as protection officers to IDP camps and host communities.

IOM furthermore conducted various **sensitization sessions and focus group discussions** on GBV, SEA and CT as well as access to available services, a community-based complaint mechanism and gender equality. 33,819 individuals (12,910 women, 10,276 men, 6,208 girls and 4,425 boys) benefitted from these activities across Borno, Yobe and Adamawa States.

## PROMOTING GENDER INCLUSION

To facilitate **gender inclusion in governance structures** as well as participation in decision making process, IOM established and trained 20 women committees with 163 members in IDP camps and host communities where GBV prevention and response mechanisms were openly discussed. IOM also supported the development of awareness raising messages on gender equality with a focus on community participation and worked together with the law enforcement agencies and women committees to disseminate the messages and conduct FGDs. IOM also supported the GBV sub sector to develop key messages on dealing with disclosures of GBV and SEA used as a guide for Women's Committees when facilitating referrals of GBV survivors and victims of SEA.



Training of Women Committees, Dikwa © IOM 2020

## COORDINATION MECHANISM

In coordination with UNHCR, UNFPA and the International Federation of Women Lawyers - FIDA, IOM led the establishment of the Technical Working Group (TWG) '**Engaging Security Actors and Access to Justice**' by developing a draft TOR and a road map. IOM launched an exercise to map out partners working with security actors. The feedback from this exercise will provide an opportunity to understand interventions carried-out by different partners in the north-east Nigeria to support law enforcement, identify gaps and opportunities, and ensure that protection and humanitarian principles are being applied.

# EARLY RECOVERY AND LIVELIHOODS

As the displaced population continues to return to their places of origin, there is a need to restore infrastructure, promote early recovery of economic means of livelihood, and facilitate a robust resilience building process. IOM supports them with Cash for Work (CfW) initiatives and vocational skill-trainings.



350 individuals benefited from Cash for Work (CfW)



150 individuals benefited from remote technical support



150 individuals benefited from skills acquisition training (accompanied by small business cash grants)

In 2020, 350 beneficiaries, among which 20 per cent were women, were given short term employment through **cash for work (CfW) engagement**. The CfW beneficiaries were engaged in the following projects:

- Rehabilitation of Yolde-pate primary health care centre and modification of its fencing perimeter;
- Rehabilitation of Women Development Centre (WDC);
- Rehabilitation of Gwoza Primary Health Care's spaces.



Yolde-pate primary health care centre © IOM 2020



Renovated Women Development Centre © IOM 2020

IOM also provided **skill-trainings** coupled with start-up kits or capital to the beneficiaries. In addition to this, IOM conducts weekly monitoring of the beneficiaries' established businesses and provides related business management guidelines for at least the following six months. 150 (75 males, 75 females) beneficiaries received a skill-training in bricks production, barbing, baking, handcraft, tailoring and embroidery, leather works, and shoemaking.



Zainab with her sewing machine © IOM 2020

## IOM supports Zainab to regain livelihood

A 33-year-old Zainab Lamini from Borno resides with her family in Dalori IDP camp in Maiduguri after being first displaced in June 2015 following an attack on her community. Zainab and her family had lost their means of livelihood in the midst of the crisis. Zainab was thereafter trained by IOM on embroidery and received 180,000 NGN (470 USD) as a business start-up grant. "I bought a sewing machine and a deep freezer from the business start-up grant I received", she said. She buys and embroiders plain fabrics, sends it to her relatives in Niger who then sell it and return the profit to her. "I also used a part of the grant to start a local drinks production for which I use the freezer I bought. My business is growing rapidly thanks to IOM." Generating income enabled Zainab to enroll her children in school.

# SECTOR COORDINATION

IOM co-leads the CCCM, Shelter and NFI humanitarian response in the States of Borno, Yobe and Adamawa. This is achieved through close collaboration with designated government agencies and UNHCR, the sector co-lead. As such, IOM supports the Federal Government by providing emergency solutions for population living in dire conditions in north-east Nigeria.



**871,734** beneficiaries reached by Sector partners in 174 camps



**275,326** beneficiaries assisted with NFI interventions



**310,681** beneficiaries assisted with shelter interventions



**230** individuals from partner agencies trained in sector information management tools



Camp decongestion strategy developed



Online Prepositioning Tracking System for NFIs developed



Transitional shelter approach: Phase 1 to 5 © IOM

Among major achievements in 2020 is the preparation of the **Camp Decongestion Strategy** which has been approved by all stakeholders. In pilot locations, Dikwa and Pulka, the Sector engaged its partners in site planning and congestion assessments. Emphasis was put on the addressing system of the camps and camp-like settings to prevent issues related to fire and disease outbreaks. The Sector was also closely involved in the development of the design and transformation of a temporary shelter solution to a **transitional solution**. To ensure a better coordinated NFI response, the Sector developed a customized **Online Prepositioning Tracking System** which helps in managing prepositioning activities where partners can place requests for NFI and track the requests progress. The system is to be deployed in February 2021 as it awaits its SQL license. In addition, 230 individuals from partner organizations were trained in sector information management tools. The Sector also developed operational guidelines for **COVID-19 response** in north-east Nigeria. These were aimed at providing the necessary support needed by the field operational partners to ensure the safety of delivering assistance to the displaced population and host communities while adhering to the protocol as agreed by WHO and the Federal Government.

## WASH SECTOR/COORDINATION

Under its leadership role of the Nigeria **WASH Sector Technical Working Group (TWG)**, IOM designed sanitation facilities for People with Special Needs (PWSN), improved mud-brick shared sanitation facilities and foot-operated handwashing stations. IOM also played a key role in supporting, leading, and implementing camp rationalization strategy. As part of the COVID-19 response, IOM supported the Sector with the provision of COVID-19 kits, the development of a COVID-19 response strategy and guidelines to tailor the response.

## MHPSS SECTOR WORKING GROUP/COORDINATION

IOM co-chairs the **MHPSS Working Group**, together with the Ministry of Health. The overarching aim of the sector is to contribute to strengthened preparedness and technical capacity to respond to humanitarian emergencies and provide clear

leadership and accountability in the area of MHPSS. In this effort, 11 coordination meetings were organized with the support of State Ministry of Health and two round-table discussions were conducted in relation to the MHPSS considerations and responses to the COVID-19. Furthermore, several capacity building activities were organized for different partners on Psychological First Aid (PFA), MHPSS Mainstreaming and Basic Psychosocial Skills. In a response to the COVID-19 pandemic, through the Sector Coordination activity, IOM played a key role in coordinating the MHPSS responses, especially in Borno State, to support the MHPSS interventions at the Isolation Centres and at the community level. IOM actively participated in the daily Health Sector COVID-19 coordination meetings to ensure that any related MHPSS issues were addressed appropriately, and referral cases were followed-up on.

# IOM Emergency Response in Nigeria is supported by:



IOM conducting DTM Mobility Tracking assessments to collect data on displaced population © IOM 2020

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