Strategic Advisory Group Meeting
Tuesday, 24 January 2017, 16h00 – 17h30 (@ Skype)

Participants

Global Cluster Coordinators	Strategic Advisory Group	Global Cluster Support Team
Kim Roberson (UNHCR) Nuno Nunes (IOM)	Giovanna Federici (NRC) - Chair Andre Krummacher (ACTED) Jean-Philippe Antolin (IOM) Christian Gad (DRC) Roland Schlott (LWF) Conrad Navidad (IOM – Cluster Coordinator representative) Absent:	Daniela Raiman Alistair Bremnath Margo Baars David Preux Kaylee Kosareff Natalia Pascual

1. **GCCs Updates**

   - Missing Nuno's updates as I was helping people join the call.
   - IOM:
     1. Nuno attended the ECHO Joint Assessment meeting, attended by GCC's, donors and other actors, as a representative of the GCCCMC.
     2. Kim attended as a representative of UNHCR.
   - UNHCR:
     1. One pagers have been shared from OCHA based on the January Retreat – **to be shared with the SAG.**
     2. The one pager on sub-national coordination raises questions on whether CCCM would like to be involved in the various proposed work streams.
     3. Humanitarian Programme Cycle workshop at UNOCHA is to be held on 23/03/2017. An email has been sent out to Cluster Coordinators and Co-Chairs for their feedback before the GCC's submit their survey response in preparation for the workshop.

2. **Sphere Handbook Revision**

   - Mil and David have been in discussions and both IOM and UNHCR have had discussions with Christine from Sphere.
   - The Sphere Revision is currently ongoing.
   - A previous attempt was made to include a CCCM chapter in the Sphere handbook but this was rejected.
   - We are therefore trying to find ways to gain Sphere acknowledgement on CCCM standards.
   - We need to raise the profile of CCCM standards – there are a few options available to us:
     1. Participate in Sphere Working Groups.
     2. Host Consultation Workshops.
     3. Produce Companion Document.
   - Stand-alone Companion document is a good option to present CCCM standards as the document can be formally approved by Sphere – this would require us to demonstrate that a large number of

sector experts have been consulted. This is achievable as CCCM is relatively small and therefore it might be acceptable to use the SAG as expert consultation.

- The timeframe for the Companion document is independent of the Sphere Revision but it would be wise to release at the same time as the revised Sphere handbook to maximize exposure.
- Resources needed to produce a companion document would be small unless we would like to include themes such as Child Protection.
- The previous Sphere was camp biased and therefore the revision will be more in general with the "urban environment" as a cross-cutting theme. There is no mention of "camp environment" and this is something that we could perhaps be looking at.
- To which extend would the Companion document be a Cluster document?
- IOM agrees that Companion should be beyond the Cluster.
- The Sphere steering committee may not be open to adding "camp environment" as a cross-cutting theme.
- DRC are not participating in the Sphere revision at the Geneva level.
- Acted are involved in the Shelter chapter revision.
- NRC contributed to the Urban revision as well as others – **Giovanna to share**.
- Agencies involved in the revision should coordinate internally to avoid conflicts of interest.
- DRC views option 3 as the best option – however, there needs to be agreement on what the focus will be in order to avoid opening up old discussions on 'what is camp management'.
- We can highlight standards that are specific to CCCM but need to discuss those standards which reference other sectors.
- LWF agree that the examples of principles and indicators shared by Nuno warrant our engagement in the Revision:
    1. Displaced population living in a communal setting has access to an inter-sectoral management focal point
    2. Management focal points (camp managers, site managers, leaders, etc) ensure coverage of all segments of the population in the location, independently of religion, ethnicity, political affiliation, gender, etc
    3. Independently of the affiliation of management focal points, assistance to displaced population and receptivity of complaints and feedback, are to be accepted, recorded and reported
    4. Location manager should have a list of all service providers and coordinate assistance as necessary without delay. When a service provider is missing, the information is to be shared with the broader network.
    5. Network of managers has to be organized in order to ensure effective information flows within the network, and response … linked with overall system for provision of humanitarian assistance and protection.
- In the previous Sphere revision attempt there was feedback that a number of prosed CCCM indicators and guidance were already include in other sections of the handbook. If we are participating in the review process and represent CCCM it may be that we find that the wider community still feels that CCCM is covered elsewhere.
- NRC would see the Companion document as the way to go. The document should be around 20 pages and not be too complicated. **We need to include this in the SAG work plan.**
- **Agencies to send names of people to participate in the review groups by Friday 17th March. David will share the 0 draft of the companion document.**

3. Capacity Building

- Strategic Framework and a work plan were drafter after the Impact Evaluation.
- Work Plan is aimed at addressing the recommendations provided by the Impact Evaluation.
- The focus has shifted to a strategic internal CB approach.
- Main challenge was the lack of global funding.
- 4 priorities for 2017:
    1. CM e-learning course
    2. Coding system to track CB activities.
    3. Revision of Global training material.
    4. ToT CCCM GBV
- CM e-learning course:
    - Targeting CM practitioners
    - Self-study course with a test to certify.
    - The modules are currently with Translators Without Borders.
    - The course should be finalized by end of April.
    - Need input on how to launch – **separate meeting to be arranged on this.**
    - Need to ensure that the domain and server is renewed every year and this requires funding – this is part of a wider discussion on how to consolidate all of the various CCCM related websites.
- Coding System:
    - This is a database of CB information – tracking all of the trainings and ToT's taking place in country operations.
    - It is difficult to track.
    - Matrix tracks CCs, CB Focal Points, 2016 trainings, Planned 2017 trainings.
    - The template has been shared with IOM and UNHCR Cluster Coordinators and feedback was received.
    - We need to share it with SAG member agency's country operations to get a full overview of CCCM CB.
    - Tracking any CB CCCM activities.
- ToT CCCM GBV:
    - This will be regional – 1st round in Iraq, Libya, Yemen, South Sudan and Nigeria. 2nd round to be in French sometime before September.
    - Target group is country teams – 4 people (1 IOM, 1 UNHCR, 2 from agencies.)
    - Country teams are decided in country – **SAG members to encourage their country teams to respond to the request for nominations. Natalia to send the info note to SAG members for them to follow up.**
    - There is an issue in Yemen in terms of national staff not being able to obtain visas to attend.
- Global Training material revision:
    - Work has already started with agency focal points
    - There is an opportunity to include conflict resolution and 'peaceful communication'.
    - Revision process started with survey for field feedback.
    - IOM Cluster Coordinator training module is a big priority for IOM.

4. Communications Strategy

- Since the beginning of the year, changes have been made to the Global CCCM website to make information more accessible. Initial feedback from ECHO on the funding proposal indicated that information wasn't available on the website. Actually it was, but apparently not visible enough, so small alterations were made to the structure of the website.
    - New sub-menus have been created for SAG information and key cluster documents (strategies, training reports, etc.) and country pages now include direct and self-updating link to country updates at ReliefWeb.
- Process has been initiated to modify lay-out of country pages, similar to CCCM factsheets. Will need support from web developer.
- Internal use website: updates to the Workspace and CCCM Tools, Templates and Guide Guidelines is urgently needed. The base of this work is pure knowledge management however, and this needs to be resolved before changes to the website can be made. CCCM UNHCR is hiring a Knowledge Management Intern to support this process (interview stage).

- Social media platforms and visitors to the Global CCCM website continue to grow consistently, with daily posts. See reports attached for more insights.

- Content for ALL communication channels is still challenging. Main source currently is ReliefWeb, but still lacking up-to-date information coming straight from CCCM operations in the field.
- Currently pilot project being set up with CCCM Cluster/UNHCR Myanmar, creating templates and guidelines for CCCM practitioners in the field to quickly identify and store relevant content and to send it to the country operation and HQ.

- Style guide being finalized by CCCM UNHCR, almost ready for sharing with IOM for comments and feedback. Includes Cluster branding, colour codes, links to logos and templates (consolidation of existing branding and materials).

- Upcoming communications campaigns: launch CCCM e-learning, stories collected during Myanmar mission (mission currently ongoing), News Digest.

- Should SAG members know of any communications campaigns to be organized by their respective organizations, than kindly relay that information to me for possible collaborations.

- Communication focal point from IOM side still unclear, necessary for finalizing and signing off Communications and Advocacy strategy 2017-2021 and coordinated approach to cluster comms.

5. AOB

- We need to start thinking about the GCCCMC Retreat 2017 – format, themes, speakers etc.
- Would like to have our retreat back to back with the Shelter Cluster retreat in the 1st week of October.
- Need to start informally contacting potential speakers over the coming month.
- Feedback from ECHO proposal will come end of March and will be discussed in April SAG.