

Research Terms of Reference

Service Capability Assessment to Inform the Service Transition and Integration
Agenda in the Uganda Refugee Response

Research Cycle ID: UGA2601

Uganda

July 2026

Version 5

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Uganda					
Type of Emergency	☐	Natural hazard	☐	Conflict	☐	Other (<i>specify</i>)
Type of Crisis	☐	Sudden onset	☐	Slow onset	x	Protracted
Mandating Body/ Agency	EU Delegation/ UNHCR					
IMPACT Project Code	25UNHCR					
Overall Research Timeframe	01/01/2026 to 31/12/2026 ¹					
Research Timeframe	1. Pilot training: Direct Observations: 25/05/2026 HH surveys: 01/09/2026 KIs: 01/09/2026			6. Preliminary presentation: Direct Observations (Interim): 03/08/2026 Preliminary presentation (direct observa., HH surveys and KIs): 12/10/2026		
	2. Start collect data Direct Observations: 01/06/2026 HH surveys: 07/09/2026 KIs: 07/09/2026			7. Outputs sent for validation: Direct Observations (Interim): 17/08/2026 Outputs (final): 09/11/2026		
	3. Data collected: Direct Observations: 24/06/2026 HH surveys: 12/09/2026 KIs: 18/09/2026			8. Outputs published: Direct Observations (Interim): 31/08/2026 Outputs (final): 30/11/2026		
	4. Data analysed: Direct Observations: 17/07/2026 HH surveys: 30/09/2026 KIs: 30/09/2026			9. Final presentation: 07/12/2026		
	5. Data sent for validation: Direct Observations: 24/07/2026 HH surveys: 05/10/2026 KIs: 05/10/2026					
Number of assessments	x	Single assessment (one cycle)				
	☐	Multi assessment (more than one cycle)				

¹ Data collection is now split into two separate periods. During the first period in June data is being collected for the direction observations of water points, during the second period in September, data will be collected for the HH surveys and the KIs.

Humanitarian milestones	Milestone		Deadline (can be tentative)
	☒	Donor plan/strategy	__/__/____
	☐	Inter-cluster plan/strategy	__/__/____
	☐	Cluster plan/strategy	__/__/____
	☐	NGO platform plan/strategy	__/__/____
	☐	Other (Specify):	__/__/____
Audience Type & Dissemination	Audience type		Dissemination
	☒ Strategic ☒ Programmatic ☒ Operational ☐ [Other, Specify]		☐ General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) ☒ Cluster Mailing (WASH) and presentation of findings at next cluster meeting ☒ Presentation of findings (e.g. at HCT meeting; Cluster meeting) ☒ Website Dissemination (Relief Web & REACH Resource Centre) ☐ [Other, Specify]
Stakeholder mapping	☒	Yes, nationwide stakeholder mapping has been conducted.	☐ No
General Objective	To provide humanitarian and development actors operating in Uganda with updated information on the capacity and quality of water service infrastructure and facilities in selected refugee settlements (Kyangwali and Rwamwanja) in Southwest Uganda in the context of the Transition Agenda. ²		
Specific Objective(s)	1. <u>To assess the functionality, capacity and quality of water service points³ in selected refugee settlements:</u> Relevant actors have voiced concerns and interest around how transition or integration of water services might impact service levels. While the shift from a humanitarian water service model can improve long-term sustainability, it can also disrupt service levels, especially if not managed carefully. Gaps in funding, unclear responsibilities, and staff turnover during transition threaten to reduce reliability of water services and lower overall service standards and quality. It should also be noted that some decision-makers in Kampala generally lack a complete overview of service provision in and around the settlements, as has been emphasized in the Transition Agenda's WASH Roadmap. Providing a comprehensive overview of service provision now can help		

² The Transition Agenda is a joint commitment to the transition and integration of services, which are currently managed by humanitarian and development partners, to the sustainable management of the Government of Uganda. One key sector for the transition agenda is WASH, in particular water systems and water service points.

³ Water service points are locations where consumers access water for daily needs (drinking, washing, cooking). These include public taps, boreholes, protected wells, and kiosks. They serve as critical infrastructure nodes in community water supply systems and service management. They are designed to meet basic service levels, such as a specific volume per capita per day within a certain distance from homes.

establish the impact of transition on water service levels at a later stage.

2. **Assess the access experience and usage behaviour of refugees vis-à-vis water service points:** When water services shift from humanitarian actors to a government and/or national utility, refugees' service-seeking behaviors may also change drastically. Some of these changes could include, but are not limited to:
 - **More active engagement:** Once a government utility takes over, refugees may need to register accounts, travel to offices and reports through formal channels, creating a shift towards more active, administrative engagement.
 - **Reduced service use due to cost sensitivity:** Introducing tariffs following the transition may reduce consumption and facilitate a shift to cheaper, informal or unsafe sources.
 - **More formal complaint pathways- but lower uptake:** utilities often have structured grievance mechanisms (hotlines, offices, digital systems). However, despite these mechanisms, complaint rates may decrease, especially if refugees do not know that these channels exist, if they find them inaccessible and/or if they prefer informal or community-based problem-solving.
 - **Greater Inequality in service-seeking behaviour:** The transition from a humanitarian-led to a government-run model may create more uneven access tied to social and economic status. Not all refugees adapt equally. Behaviour changes tend to vary by income, gender and length of stay (longer-term refugees adapt more easily).

Currently, partners lack clarity about who is accessing which services in and around the settlements. This raises questions about how they would be impacted in the case of transition or integration and if there are any particularly vulnerable groups who may be adversely impacted.
3. **Assess refugees' willingness and ability to pay:** The transition and sustainable management of services hinges largely on refugees' and host communities' ability⁴ and willingness to pay⁵, which is currently not well understood. The large majority of public services in the refugee settlements are currently provided at no charge. The Government of Uganda's shrinking fiscal space and the decline in humanitarian and development funding calls for alternative financing models of these services. It is currently unclear whether and how much refugee households can and will pay for provided water services.
4. **Understand the evolution of the transition:** Rwamwanja was the first settlement in Uganda that went from humanitarian water delivery to public service provision within national systems. In October 2019, the Uganda National Water and Sewerage Corporation (NWSC) officially took over the management of water supply infrastructure in the Rwamwanja Refugee Settlement in Kamwenge District from UNHCR and the Office of the Prime Minister (OPM).

⁴ Ability to Pay looks at refugees' economic capacity to pay, not their preferences. Key indicators include, but are not limited to: household income sources, expenditure patterns, and household size and dependency ratio

⁵ Willingness to Pay depends on perceived value, not just capacity. Factors that increase willingness include reliable and predictable supply, good water quality, convenient access, fair and transparent pricing and trust in the provider. Factors that reduce willingness include poor service quality and interruptions, perceived inequality and lack of accountable mechanisms.

	Therefore, the settlement can hold important lessons for other settlements that are yet to be transitioned, functioning as a blueprint.
Research Questions	In line with the 4 primary research objectives listed on the previous two pages, this assessment will look at the following research questions: <u>Water Service Points:</u> • What is the overall functionality, capacity and quality of water service points in selected refugee settlements? • What are the key characteristics of observed water points? • Functionality: Do the observed water points work, and how reliably? • Capability: Can the observed water points meet user demand? • Quality: Is the water safe and acceptable? • Accessibility: who can actually use the observed water points? • Management and Governance: How are the observed water points managed and governed? <u>Refugees' Usage Behaviour and Access Experience in Relation to Water Points:</u> • Usage: How do people actually use water? • Access: What is it like to get water? • User Satisfaction and Service Experience: How do refugees view the water points? • Participation: How are the refugees/ how is the community involved in the Management and Governance of Water Points? <u>Refugees' Willingness and Ability to Pay:</u> • What are refugees' current payment practices? • What is refugees' ability to pay? (economic capacity) • To what extent are refugees willing to pay for water? To what extent does sensitization help increase refugees' willingness to pay?⁶ • What is refugees' price sensitivity in relation to water? What are their affordability thresholds? <u>Lessons Learned from Transition in Rwamwanja Refugee Settlement:</u> • How and to what extent was transition conducted in this settlement? • What has been the impact of the transition on service levels? • What are some of the lessons learned?
Geographic Coverage	The capability assessment will be conducted in 2 rural settlements in Southwest Uganda: • Rwamwanja (Kibale County, Kamwenge District, Western Region) • Kyangwali (Buhaguzi County, Kikuube District, Western Region) Case selection followed a structured approach and was based on both secondary literature review and stakeholder conversations. Both Rwamwanja and Kyangwali have important data gaps and infrastructural investments needs so that they qualify for inclusion in this study. For reference: In total, Uganda has 13 official refugee settlements. These are managed by the Office of the Prime Minister (OPM). They are spread across four main regions and primarily near borders with refugees' countries of origin (South Sudan, DRC etc.).

⁶ During the transition process, NGOs' roles mainly consist in sensitizing refugees on the importance of paying for water, therein facilitating a shift in mindset. They no longer supply water themselves. The household survey will include a module on these sensitization efforts and their effectiveness.

	Five of the 13 refugee settlements are located in Uganda's Southwest hence were eligible for inclusion in this study: • Nakivale Refugee Settlement (Bukanga County, Isingiro District, Western Region) • Oruchinga Refugee Settlement (Bukanga County, Isingiro District, Western Region) • Kyaka II Refugee Settlement (Kyaka County, Kyegegwa District, Western Region) • Rwamwanja Refugee Settlement (Kibale County, Kamwenge District, Western Region) • Kyangwali Refugee Settlement (Buhaguzi County, Kikuube District, Western Region) Nakivale, Oruchinga and Kyaka II Refugee Settlements have not been included in this study because they already have and/or will benefit from infrastructural investments for their water systems following detailed feasibility studies. Hence, there were no important data gaps for these three settlements.
Secondary data sources	A literature review of secondary data sources has been conducted for the WASH sector, especially in relation to ongoing infrastructure projects in other refugee settlements ahead of the transition. Please see a brief outline of these below. Across all sectors: • Actor, service and infrastructure mapping for Dadaab Refugee Camps, Kenya. (REACH, April 2022). REACH KEN Dadaab Actor-service-and-infrastructure-mapping DAP April-2.pdf (impact-initiatives.org) • Infrastructure and service mapping of Samburu County, Kenya (REACH, November 2019) https://repository.impact-initiatives.org/document/reach/87f09bca/REACH_KEN_TOR_Samburu_County_Infrastructure_and_Service_Mapping_November-2019-2.pdf • Open street map and google maps WASH Sector: • National Transition Strategy for Transitioning of Partner Facilities in Refugee Settlements in Uganda to Government Planning and Management. Ministry of Finance, Planning and Development. February 2025. IMPACT UGA - National Transition Strategy_03.2025_comments.pdf - All Documents. • Sustainable Water Supply Service Delivery in Uganda's Refugee Settlements and Host Communities. A Strategic Transition Framework for the Transitioning of Water Services. Ministry of Water and Environment. February 2025. IMPACT UGA - Final Water Sector Draft Transition Plan for Sustainable Water Supply 14.03.2025.pdf - All Documents. • Socioeconomic Baseline and Survey on Willingness and Capacity to Pay for Water Report. UNHCR. July 2022. IMPACT UGA - UNHCR Socio Economic Baseline \$ WTP FINAL REPORT_AWE.pdf - All Documents. • Feasibility Study and Preliminary Design Report – Nakivale Refugee Settlement. UNHCR. May 2022. IMPACT UGA - Feasibility Study and

	Preliminary Design Report Nakivale Refugee Settlement AWE UNHCR.AWE.pdf - All Documents.			
	- Ability-to-pay for Water Services. A report of the findings from Bidi Bidi Settlement and Host Communities in Yumbe District. GIZ. March 2026. IMPACT UGA - 02_211220_Inventory Report_109 Schemes_ATP Study (1).zip - All Documents. - Consultancy Services for Feasibility Study of Water Supply System for Kiryandongo Refugee Settlement. UNICEF/EU. June 2025. IMPACT UGA - Revised Draft Final Feasibility Study Report_20062025.pdf - All Documents. - Integrated Water Management and Development Project. Consultancy Services for Feasibility Study, Detailed Engineering Design and Construction Supervision of Kyegegwa – Mpara- Ruyonza Water Supply and Sanitation Project. Ministry of Water and Environment/ The World Bank. January 2023. IMPACT UGA - Kyegegwa WSS Final Detailed Design - 19-06-2023.pdf - All Documents. - R-WASH Programme. Provision of Engineering Services for more sustainable, conflict sensitive, climate-resilient integrated water supply and sanitation services for refugees, IDPs and host communities in the East Africa R-WASH Programme. Engineering Feasibility Study – Uganda. UNICEF. June 2022. IMPACT UGA - UGA Engineer Feasibility Study Report Vol.1 final V02.pdf - All Documents.			
Population(s) <i>Select all that apply</i>	☐	IDPs in camp	☐	IDPs in informal sites
	☐	IDPs in host communities	☐	IDPs [Other, Specify]
	☒	Refugees in settlements	☐	Refugees in informal sites
	☐	Refugees in host communities	☐	Refugees [Other, Specify]
	☐	Host communities	☐	[Other, Specify]
Stratification	☐	Geographical #: 2 rural refugee settlements (Kyangwali and Rwamwanja) Population size per strata is known? ☒ Yes ☐ No	☐	Group #: _ _ _ Population size per strata is known? ☐ Yes ☐ No
	☐		☐	[Other Specify] #: _ _ Population size per strata is known? ☐ Yes ☐ No
Data collection tool(s)	☒	Structured (Quantitative)	☒	Semi-structured (Qualitative)
	Sampling method		Data collection method	
Structured data collection tool # 1	☐ Purposive ☒ Probability / Simple random ☐ Probability / Stratified simple random ☐ Probability / Cluster sampling ☐ Probability / Stratified cluster sampling ☐ [Other, Specify]		☐ Key informant interview (Target #): _ _ _ _ _ ☐ Group discussion (Target #): _ _ _ _ _ ☐ Household interview (Target #): _ _ _ _ _ ☐ Individual interview (Target #): _ _ _ _ _ ☒ Direct observations (Target #): up to 200 (=up to 100 per settlement) ☐ [Other, Specify] (Target #): _ _ _ _ _	
Structured data collection tool # 2	☐ Purposive ☒ Probability / Simple random		☐ Key informant interview (Target #): _ _ _ _ _ ☐ Group discussion (Target #): _ _ _ _ _	

	☐ Probability / Stratified simple random ☐ Probability / Cluster sampling ☐ Probability / Stratified cluster sampling ☐ [Other, Specify]	☒ Household interview (Target #): 392 (=196 per settlement) +5% buffer ☐ Individual interview (Target #): _____ ☐ Direct observations (Target #): _____ ☐ [Other, Specify] (Target #): _____
Semi-structured data collection tool (s) # 1	☒ Purposive ☒ Snowballing ☐ [Other, Specify]	☒ Key informant interview (Target #): 36 (=20 in Rwamwanja and 16 in Kyangwali ⁷) ☐ Individual interview (Target #): _____ ☐ Focus group discussion (Target #): _____ ☐ [Other, Specify] (Target #): _____
Target level of precision if probability sampling	95 % level of confidence	7+/- % margin of error
Disaggregation by gender and age	Gender	Age
	☒ Yes ☐ No	☐ Yes ☐ No
Data management platform(s)	☒ IMPACT ☐ [Other, Specify]	☐ UNHCR
Expected output type(s)	☒ List of service Points #: 1 document per settlement listing water service points to create an overview of service provision. ☐ Presentation (Final) #: 1 presentation covering both Kyangwali and Rwamwanja. ☐ Interactive dashboard #: _ _	☒ Report #: 2 reports, with 1 interim report detailing the findings of the service mapping and 1 final report detailing the findings of the whole assessment for both Rwamwanja and Kyangwali ☐ Datasets #: 1 dataset of service points, 1 datasets household surveys and 1 analysis of KIIs (each of these datasets will cover both Rwamwanja and Kyangwali) ☐ Webmap #: _ _ ☐ Map #: _ _
		☐ Profile #: _ _ ☐ Factsheet #: _ _
	[Other, Specify] #: _ _	
Access	☒ Public (available on REACH resource center and other humanitarian platforms) ☐ Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)	

⁷ The number of KIIs to be conducted is lower because the settlement has not yet been assigned to a specific utility. Therefore, this respondent group is not relevant in the case of Kyangwali and needs to be removed from the sampling frame.

Visibility	REACH	
	Donor: UNHCR/ EU Delegation	
	Coordination Framework: n/a	
	Partners: : Nsamizi ⁸	

2. Rationale

2.1 Background

The Government of Uganda (GoU), humanitarian partners, and development partners have made a joint commitment to the transition and integration of services, which are currently managed by humanitarian and development partners, to the sustainable management of the GoU. One key sector for the transition agenda is WASH. While the traditional, humanitarian-led model of water and sanitation provision in refugee settlements proved effective, it may no longer be sustainable due to institutional and financing gaps, annual planning cycles, and dependence on ongoing external support, as well as the overarching logic of the transition/integration agenda. Within the context of the Comprehensive Refugee Response Framework (CRRF), the Government of Uganda (GoU) launched an effort to overhaul this system, by gradual inclusion of refugee settlements into the government's water supply services through a multi-year reform process in collaboration with humanitarian and development partners. More recently, the Ministry of Water and Environment (MWE) published a strategic transition framework, defining and guiding the transition process for the WASH sector. WASH refers to Water, Sanitation and Hygiene, with the transition agenda primarily emphasizing the need to shift water supply management in settlements from humanitarian and development partners to national utilities. The transition process follows a phased approach, whereby a settlement is first gazetted, then a joint assessment of water supply infrastructure is conducted and master plans and engineering designs are conducted. For the formal handover process to begin and national utilities to provide services, water systems and service points in settlements must first be refurbished to meet national standards in line with the findings of the technical assessments.

At the time of writing, the following settlements in Southwest Uganda which have already been gazetted include Rwamwanja, Nakivale and Oruchinga. Conversely, Kyaka II and Kyangwali have not yet been gazetted, and no technical assessments were conducted. In the case of settlements that have not been gazetted, there are key information gaps that can have a significant impact on the implementation and success of the transition strategy.

Three specific gaps have been identified which the proposed research plans to address:

- There is lack of clarity around the functionality, capacity and quality of water service points in certain settlements. Relevant actors have voiced concerns and interest around how transition or integration of services might impact service levels. It should also be noted that some decision-makers in Kampala lack a complete overview of service provision in and around the settlements, as has been emphasized in the Transition Agenda's WASH Roadmap.
- Partners lack clarity about refugees' access experience and usage behaviour in relation to water points. This further raises questions about who would be impacted in the case of transition or integration, and if there are any particularly vulnerable groups who might be adversely impacted.
- The transition and sustainable management of services hinges largely on refugees' and host communities' ability and willingness to pay which is currently not well understood. The large majority of public services in the refugee settlements are currently provided at no charge. The GoU's shrinking fiscal space and the decline in humanitarian

⁸ Nsamizi is UNHCR's lead WASH partners and has an operational presence in both Rwamwanja and Kyangwali. REACH will both consult and collaborate with them in terms of research design and data collection. They have also supplied data on WASH service points, based on which REACH did a listing, which serves as the basis for the sampling approach of the direct observations of WASH service points.

and development funding calls for alternative financing models of these services. It is currently unclear whether and how much refugee households can and will pay for provided water services.

The proposed Service Capability Assessment (SCA) intends to address the above-mentioned information gaps through a mixed method approach. Through a combination of secondary data review and mapping activities, technical assessment of overall water systems, assessment of service points, household data collection on user experiences and considerations on the future, and key informant interviews at a local governance level, IMPACT intends to create a comprehensive picture of service capability and accessibility to inform the transition and integration agenda. The methods are explained in more detail below.

2.2 Intended impact

REACH's capability assessment will inform stakeholders on the capability of infrastructure in the WASH sector to deliver the services they are supposed to deliver to the population they serve. We define capability as "the capability of a facility, infrastructure or service to fulfil its designed function". REACH's capability assessment will inform humanitarian and development stakeholders including international and local NGOs, donors and government agencies on infrastructure and service capability. The multi-sectoral nature of this work means that the assessment provides a comprehensive evidence base from which stakeholders can prioritize funding and intervention decisions. This will allow them to target interventions in areas where the services capability is insufficient, allowing actors to serve the populations most in need. These stakeholders could also use the REACH findings to inform their advocacy and support additional resource mobilization.

3. Methodology

3.1 Methodology overview

This capability assessment is funded by the European Union and contracted through UNHCR. This TOR covers Impact's approach to the entire assessment, including inception, data collection, data analysis and reporting. In the following, we have briefly outlined phases of the work:

- **Phase 1 (Inception)** will involve a secondary data review, data collection tool and analytical framework development. Due to the census approach, the survey tools will provide a light touch assessment of the infrastructure's capability, meaning surveys will be short form and easy to administrate. REACH has also begun stakeholder engagement, including with national and district-level government, as well as engagement with humanitarian and development partners working in the areas of interest. These engagements have informed our approach to the selection of settlements. Rwamwanja and Kyangwali Refugee Settlements will be included in this study. Furthermore, these engagements have informed the selection of sectors of research. This study will only cover the WASH sector. In both cases, selection was guided by existing data points and by stakeholders' data needs.
- **Phase 2 (Data collection)** will entail deploying REACH's capability surveys, including surveys to assess the capability of water facilities. Furthermore, the REACH team will conduct household surveys with refugees in the selected settlements. The survey will cover areas such as (1) refugees' access experience and usage behaviour (2) views on WASH services provided in settlements, i.e. satisfaction and (3) ability and willingness to pay for services. Finally, data collection will also have a KII component. In order to capture expert views at the settlement-level on the current status of service provision and the potential implications of transition or integration, key informant interviews will be conducted in each location with government officials, refugee/ settlement representatives, plumbers, national utilities and NGOs. Fieldwork in Rwamwanja and Kyangwali will be done simultaneously.
- **Phase 3 (Reporting and Dissemination)** Findings on both settlements will be presented in a presentation and

final report to both UNHCR and the EU Delegation in Kampala.

This TOR outlines our methodological approach to the mapping and capability assessment of infrastructure in the WASH sector in Kyangwali and Rwamwanja Refugee Settlements in Uganda. The research will use harmonized assessment tools for the WASH facilities, households surveys and KIIs. Primary data collection will target as many listed WASH facilities as possible in Kyangwali and Rwamwanja, within the allotted data collection period. These facilities were identified through secondary data provided by UNHCR's WASH partners operating in the settlements. Direct observations will be used to answer questions on the physical condition of the infrastructure. Key informant interviews will be conducted with government representatives to capture expert views at the settlement level on the current status of service provision and the potential implications of transition. Household surveys with refugees will explore key themes such as (1) current access to services and service-seeking behaviour (2) views on WASH services provided in settlements, i.e. satisfaction and (3) ability and willingness to pay for services. Data will be collected once, for all infrastructure and facilities identified. REACH will use the Open Data Kit (ODK) tool, which ERC staff will deploy on smart phones to conduct primary data collection.

After the cleaning and analysis of the primary data, REACH will provide datasets of assessed service points and household-level surveys, as well as an analysis of key informant interviews. Following their validation, the team will present findings in both a presentation and an overview report.

3.2 Population of interest

Geographical area assessed:

- Rwamwanja (Kibale County, Kamwenge District, Western Region)
- Kyangwali (Buhaguzi County, Kikuube District, Western Region)

Population assessed:

- Direct Observations
 - Water Service Points
 - Rwamwanja: water service points (boreholes and protected wells)
 - Kyangwali: 119 water service points (boreholes and protected wells)
- Household surveys
 - Refugees in Rwamwanja:
 - Total population: 106,000
 - Primarily hosting refugees from the DRC
 - Mostly protracted
 - Refugees in Kyangwali
 - Total population: 156,000
 - Primarily hosting refugees from the DRC
 - Receiving settlement, hosting both newly displaced and protracted refugees

Unit of measurement:

- For observations: individual water service points
- For household surveys: refugee households
- For Key Informant Interviews: individuals from five different respondent groups (NGOs, refugee/settlement representatives/ government officials, national utilities and plumbers)

3.3 Secondary data review

Prior to collecting primary data, a review of facilities that provide basic services (defined in this study as water facilities) has been conducted to determine, where possible, the location of each facility. This has been done in collaboration with WASH partners and national utilities. The first deliverable consists of a listing of WASH service points in Kyangwali and Rwamwanja, following and therefore reflective of this review. A review of the existing literature on service capability in Uganda, as well as methodologies for undertaking service capability assessments, will be conducted. The following data will be used to conduct the service mapping and inform our methodology.

Across all sectors:

- Actor, service and infrastructure mapping for Dadaab Refugee Camps, Kenya. (REACH, April 2022). [REACH KEN Dadaab Actor-service-and-infrastructure-mapping DAP April-2.pdf](#) ([impact-initiatives.org](#))
- Infrastructure and service mapping of Samburu County, Kenya (REACH, November 2019) https://repository.impact-initiatives.org/document/reach/87f09bca/REACH_KEN_TOR_Samburu_County_Infrastructure_and_Service_Mapping_November-2019-2.pdf
- Open street map and google maps

Water:

As a part of this assessment, water facilities will include public water facilities. Relevant literature includes:

- National Transition Strategy for Transitioning of Partner Facilities in Refugee Settlements in Uganda to Government Planning and Management. Ministry of Finance, Planning and Development. February 2025. [IMPACT UGA - National Transition Strategy 03.2025 comments.pdf - All Documents](#).
- Sustainable Water Supply Service Delivery in Uganda's Refugee Settlements and Host Communities. A Strategic Transition Framework for the Transitioning of Water Services. Ministry of Water and Environment. February 2025. [IMPACT UGA - Final Water Sector Draft Transition Plan for Sustainable Water Supply 14.03.2025.pdf - All Documents](#).
- Socioeconomic Baseline and Survey on Willingness and Capacity to Pay for Water Report. UNHCR. July 2022. [IMPACT UGA - UNHCR Socio Economic Baseline \\$ WTP FINAL REPORT AWE.pdf - All Documents](#).
- Feasibility Study and Preliminary Design Report – Nakivale Refugee Settlement. UNHCR. May 2022. [IMPACT UGA - Feasibility Study and Preliminary Design Report Nakivale Refugee Settlement AWE UNHCR.AWE.pdf - All Documents](#).
- Ability-to-pay for Water Services. A report of the findings from Bidi Bidi Settlement and Host Communities in Yumbe District. GIZ. March 2026. [IMPACT UGA - 02 211220 Inventory Report 109 Schemes ATP Study \(1\).zip - All Documents](#).
- Consultancy Services for Feasibility Study of Water Supply System for Kiryandongo Refugee Settlement. UNICEF/EU. June 2025. [IMPACT UGA - Revised Draft Final Feasibility Study Report 20062025.pdf - All Documents](#).
- Integrated Water Management and Development Project. Consultancy Services for Feasibility Study, Detailed Engineering Design and Construction Supervision of Kyegegwa – Mpara- Ruyonza Water Supply and Sanitation Project. Ministry of Water and Environment/ The World Bank. January 2023. [IMPACT UGA - Kyegegwa WSS Final Detailed Design - 19-06-2023.pdf - All Documents](#).
- R-WASH Programme. Provision of Engineering Services for more sustainable, conflict sensitive, climate-resilient integrated water supply and sanitation services for refugees, IDPs and host communities in the East Africa R-WASH Programme. Engineering Feasibility Study – Uganda. UNICEF. June 2022. [IMPACT UGA - UGA Engineer Feasibility Study Report Vol.1 final V02.pdf - All Documents](#).

Secondary source	Purpose of source
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Actor, service and infrastructure mapping for Dadaab Refugee Camps	- Inform appropriateness of methodology
Infrastructure and service mapping of Samburu County, Kenya (REACH, 2019)	- Inform appropriateness of methodology
National Transition Strategy for Transitioning of Partner Facilities in Refugee Settlements in Uganda to Government Planning and Management.	- Key definitions - Contextual understanding
Sustainable Water Supply Service Delivery in Uganda's Refugee Settlements and Host Communities. A Strategic Transition Framework for the Transitioning of Water Services.	- Key definitions - Contextual understanding
Socioeconomic Baseline and Survey on Willingness and Capacity to Pay for Water Report	- Contextual understanding - Case selection for settlements - Inform appropriateness of methodology - Verify/triangulate primary data and findings
Feasibility Study and Preliminary Design Report – Nakivale Refugee Settlement	- Contextual understanding - Case selection for settlements
Ability-to-pay for Water Services. A report of the findings from Bidi Bidi Settlement and Host Communities in Yumbe District	- Contextual understanding - Inform appropriateness of methodology - Verify/triangulate primary data and findings
Consultancy Services for Feasibility Study of Water Supply System for Kiryandongo Refugee Settlement	- Contextual understanding - Case selection for settlements
Integrated Water Management and Development Project. Consultancy Services for Feasibility Study, Detailed Engineering Design and Construction Supervision of Kyegegwa – Mpara- Ruyonza Water Supply and Sanitation Project	- Contextual understanding - Case selection for settlements
R-WASH Programme. Provision of Engineering Services for more sustainable, conflict sensitive, climate-resilient integrated water supply and sanitation services for refugees, IDPs and host communities in the East Africa R-WASH Programme. Engineering Feasibility Study	- Contextual understanding - Case selection for settlements

3.4 Primary Data Collection

The data collection methods for this assessment are underpinned by the agreed outputs and deliverables from the funder, UNHCR and the proposed approach agreed to in the initial proposal. Notably, the methodological approach consists of three components

- Direct observations of water service points (Quant)
- Household Surveys (Quant)
- Key Informant Interviews (Qual)

Sampling

- Direct Observations: Simple random sampling – Direct observations for the assessment of water service points will be selected using simple random sampling. The selection of direct observations will involve the random allocation

of geographic points using GIS by the GIS officer.⁹

Settlement	Population Size	Sample Size ¹⁰
Rwamwanja	104 ¹¹	39
Kyangwali	218 ¹²	119
Total	322	159

- Household surveys: Simple random sampling - Refugee respondents for the household survey will be selected using simple random sampling with a confidence level of 95%, a margin of error of 7% and a 5% buffer to ensure the representativeness of refugee populations living in Kyangwali and Rwamwanja. The selection of households will involve the random allocation of geographic points using GIS by the GIS officer.

Settlement	Population Size	Sample Size	Confidence Level/ Margin of Error	Buffer
Rwamwanja	106,000	196	Confidence level of 95% with a MoE of 7%	5%
Kyangwali	156,000	196	Confidence level of 95% with a MoE of 7%	5%
Total	262,000	392	n/a	n/a

- Key Informant Interviews: Purposive: A purposive sampling approach will be used to select KII respondents. Respondents will be chosen based on their involvement in and knowledge of the WASH infrastructure in Kyangwali and Rwamwanja. Possible respondent categories include DLG government officials, refugee/settlement representatives, NGOs, and national utilities.

Respondent Category	Rwamwanja Sample	Kyangwali Sample
DLG Government Officials	4	4
Refugee/Settlement Representatives	4	4
NGOs	4	4
National Utilities	4	0 ¹³

⁹ If their number is under 100 as is the case in Rwamwanja, all of the water points will be sampled and hence a census approach will be followed.

¹⁰ The sample for direct observations is based on secondary data provided by UNHCR's WASH lead partner, Nsamizi. The water points listed as a sample (= 158) all have GPS coordinates. However, some water points listed in Nsamizi's database were missing GPS coordinates. For these, the team will attempt to collect GPS coordinates manually.

¹¹ According to data by the Kamwenge District-level Government, Rwamwanja has 104 water points, 10 of which are natural springs and 94 of which are hand pump operated. That said, this number could not be independently verified with representatives of the District-level Government. For further information, please see: [Water - Kamwenge District](#)

¹² According to stakeholder conversations with District-Level Government representatives in Kikuube, Kyangwali Refugee Settlement has 218 water points. Unfortunately, this figure could not be independently verified.

¹³ Kyangwali has not been transitioned yet and hence, no utility has been assigned for management. Therefore, this respondent group is only relevant for Rwamwanja.

Plumbers	4	4
Total	20	16

Tools

The following section outlines the tools for each data collection method, more specifically how they will be administered.

- **Direct Observations of Water Service Points:** Quantitative data collection will be conducted using Kobo. Structured tools will be designed in Excel, and uploaded to Kobo. Several reviews will be conducted; firstly, by REACH field officers who have extensive experience with conducting surveys for REACH to obtain their views and feedback in terms of context, phrasing, and response options. The tool will also be reviewed by the Senior Assessment Officer, the Country Coordinator, and the research department in HQ for their input as well. Enumerators will be trained by the field officers before data collection for two days to equip them with the information regarding the assessment background as well as the questionnaire content.
- **Household Surveys:** Quantitative data collection will be conducted using Kobo. Structured tools will be designed in Excel, and uploaded to Kobo. Several reviews will be conducted; firstly, by REACH field officers who have extensive experience with conducting surveys for REACH to obtain their views and feedback in terms of context, phrasing, and response options. The tool will also be reviewed by the Senior Assessment Officer, the Country Coordinator, and the research department in HQ for their input as well. Enumerators will be trained by the field officers before data collection for two days to equip them with the information regarding the assessment background as well as the questionnaire content.
- **Key Informant Interviews:** Structured qualitative interview guides will be designed and adjusted to each respondent group (government representatives, settlement/refugee representatives, NGOs, national utilities and plumbers). Topics to be covered include the functioning of water systems and water service points, refugees' service usage patterns and access experience, refugees' willingness and ability to pay and the status quo of the transition process. Several reviews will be conducted to optimize the wording, ordering and overall design of questions. Enumerators will be trained by the field officers before data collection for two days to equip them with the information regarding the assessment background as well as the interview guide content.

Logistics of Data Collection

The following section outlines the logistics of data collection for each data collection method, specifying how, when and by whom data will be collected:

- **How - Direct Observations:** Data collection will be undertaken by 4 enumerators (=2 per settlement), using smart phones and tablets and using the Kobo collect platform. Data collectors will be trained by the REACH team ahead of the data collection exercise. Data collectors will visit water service points and undertake direct observation of facility conditions. GPS points will be collected for each facility - it is a requirement in the tool. Ahead of each facility visit, enumerators will take appointments from those who are responsible for the water point so that the visit can be guided.
- **How - HH surveys:** Data collection will be undertaken by 40 enumerators (=20 per settlement). They will survey refugees in the selected settlements on access and service-seeking behavior, views on water points and their willingness and ability to pay for these services. To conduct the surveys, enumerators will use smart phones and tablets, using the Kobo collect platform. Ahead of data collection, enumerators will be trained by REACH staff.
- **How - KIIs:** Data collection will primarily be undertaken by the SAO and 2 SFOs (= 1 per settlement). These interviews will be done remotely from Kampala. For KIIs that are difficult to conduct remotely, 2 researchers (= 1 per settlement) will assist,

conducting the assigned interviews with a voice recorder. They will be trained on interview techniques and the qualitative tool ahead of the data collection exercise.

- **Who:** Impact Initiatives will provide enumerators to conduct the data collection, with oversight from a REACH Sr. Field Officer (SFO) and Senior Assessment Officer (SAO). For the assessment of WASH facilities, the team of REACH will be supported by UNHCR's WASH lead partner Nsamizi in terms of reviewing design and tools, and by supporting service point assessment in the field. Nsamizi maintains an operational WASH presence in both Kyangwali and Rwamwanja.
- **When:** The precise timeframe for country wide data collection is to be confirmed pending discussions with the funder and UNHCR. That said, data collection is scheduled to occur in two separate periods:

Direct Observation of Water Points: June 1st to June 24th, 2026

HH surveys: September 7th to September 12th, 2026

KIIs: September 7th to September 18th, 2026

Triangulation

- **Direct Observations of Water Service Points:** the data obtained from the direct observations will be triangulated with data previously obtained by Nsamizi on water points in both Kyangwali and Rwamwanja
- **Household Surveys:** the data obtained from the household survey will be triangulated with literature on Socioeconomic Data and WASH in Uganda's refugee settlements, such as the "Socioeconomic Baseline and Survey on Willingness and Capacity to Pay for Water Report. UNHCR. July 2022"
- **Key Informant Interviews:** the data obtained from the KIIs will be triangulated with some of the literature on the Transition Agenda and WASH infrastructure projects in Uganda's refugee settlements.

3.5 Data Processing & Analysis

Data collected from infrastructure mapping and household surveys using ODK tool will be uploaded daily onto the Kobo server to record daily progress. Daily quantitative data checks will be done at the end of the day by the Database Assistant once the field data collection teams have uploaded data in the server. Daily spatial verifications will be done by the GIS Officer who will only have access to the GPS points, facility types and names, to check that all areas have been covered. Daily data checks will also cover:

- GPS coordinates of entries collected in person (to check legitimacy of submitted data)
- Duration of surveys per entry (to check legitimacy of submitted data)
- Personally identifiable information will be removed after data cleaning to ensure only anonymized dataset is shared.
- Any illogic responses between different responses will be cleaned and in some cases, Key Informants will be re-contacted to follow up on answers, if data quality is poor and may compromise the data quality

The outcomes of the daily data quality checks will form a basis for debriefing the enumerators before further data collection the next day. Data will be uploaded and cleaned throughout the data collection period. Where necessary, KIIs will be contacted directly to ask for clarification on the datasets. All errors will be recorded in a cleaning log which will be shared upon request. The final clean dataset will be reviewed by IMPACT HQ before publication and sharing.

Data cleaning will be conducted in line with IMPACT's Data Cleaning Minimum Standards Checklist. All errors will be entered into a checking log, which will be shared to the field officer for enumerator clarification and follow up. Once data has been

cleaned and anonymized, data analysis will follow using excel and R script. The final clean and analyzed dataset will be reviewed by IMPACT research design and data unit before publication and sharing.

3.6 Limitations

The major limitations of the research are around the following matters:

- **Partner availability:** this data collection relies to a certain extent on the ability of partners in the field, currently Nsamizi, to support us in data collection, especially in relation to the assessment of WASH facilities. Their staff capacity, availability and ability to carry out such comprehensive research will determine the timeframes of the work.
- **Secondary data:** secondary data on facilities location, coverage and capability in Uganda to date has been limited. This has made baseline assessments and tool development challenging.
- **Recent Ebola Outbreak¹⁴:** Knowledge on potential chains of contamination and geographical location is limited, meaning that any unnecessary exposure for staff should be avoided. This situation will also affect the design and implementation of fieldwork activities.

In-person data collection involving REACH staff has been postponed to September. This means that fieldwork activities that do not require the physical presence of REACH staff in the field will be prioritized. From the three methods used in this assessment (Direct Observations, HH surveys and KIIs), this only applies to the direct observations of water points as this activity is covered by local enumerators, who are already present in the respective settlements, meaning that they will not have to travel to get there. Enumerators will be hired from the settlements directly (=2 per settlement) to carry out the direct observations on-site, without REACH field officers or senior assessment officers being physically present. That said, remote support will be provided. To protect themselves and others from contracting Ebola, enumerators will be given Personal Protective Equipment (PPE) in an effort to prevent skin exposure and fluid contact with mucous membranes.

While proactive measures and safety protocols have been put in place, the myriad ways in which the current Ebola outbreak could affect data collection and the assessment more generally ultimately mean that there could be delays until the final publication.

4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

<i>The proposed research design...</i>	<i>Yes/ No</i>	<i>Details if no (including mitigation)</i>
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	YES	
... Respects respondents, their rights and dignity (<i>specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i>)?	YES	
... Does not expose data collectors to any risks as a direct result of participation in data collection?	YES	

¹⁴ As of May 2026, the Bundibugyo strain of Ebola virus has impacted communities in DRC and Uganda, with over 139 suspected deaths and more than 600 cases.

... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	YES	
... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatising for research participants (both respondents and data collectors)?	YES	
... Does not involve data collection with minors i.e. anyone less than 18 years old?	YES	
... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	NO	There is no data collection with specific vulnerable groups foreseen, barring the consideration that the households targeted for sampling are refugee households. Enumerators will be trained on how to approach and deal with specific sensitivities in relation to specific groups like persons with disabilities.
... Follows IMPACT SOPs for management of personally identifiable information ?	YES	REACH intends to collect necessary personally identifiable information in case of need for follow up with KIs. REACH will ensure to collect consent from KIs and delete all personally identifiable information 1 week after qualitative analysis validation, allowing for some time for follow up with KIs, if needed.

5. Roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	REACH Senior Assessment Officer (SAO)	REACH Country Coordinator (CC)	REACH HQ, EU Delegation and UNHCR	
Supervising data collection	REACH Senior Field Officers (SFO)	REACH Fieldwork Manager (FWM)	REACH SAO and CC	REACH HQ
Data processing (checking, cleaning)	REACH Senior Data Officer (SDO) and SAO	CC	EUD/UNHCR for any specific data follow-up	REACH HQ
Data analysis	SDO and SAO	CC	EUD/UNHCR for any specific data follow-up	REACH HQ
Output production	SAO	CC	REACH HQ and EUD/ UNHCR	
Dissemination	SAO	CC	EUD/ UNHCR	REACH HQ

Monitoring & Evaluation	SAO	CC	REACH HQ
Lessons learned	SAO	CC	REACH HQ

Responsible: the person(s) who executes the task

Accountable: the person who validates the completion of the task and is accountable of the final output or milestone

Consulted: the person(s) who must be consulted when the task is implemented

Informed: the person(s) who need to be informed when the task is complete

6. Data Analysis Plan

Tools will be available as an annex