

# KATWE II NEIGHBORHOOD PROFILE

Urban community assessment  
Kampala, Uganda - July 2018



Funded by  
European Union  
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Humanitarian Aid

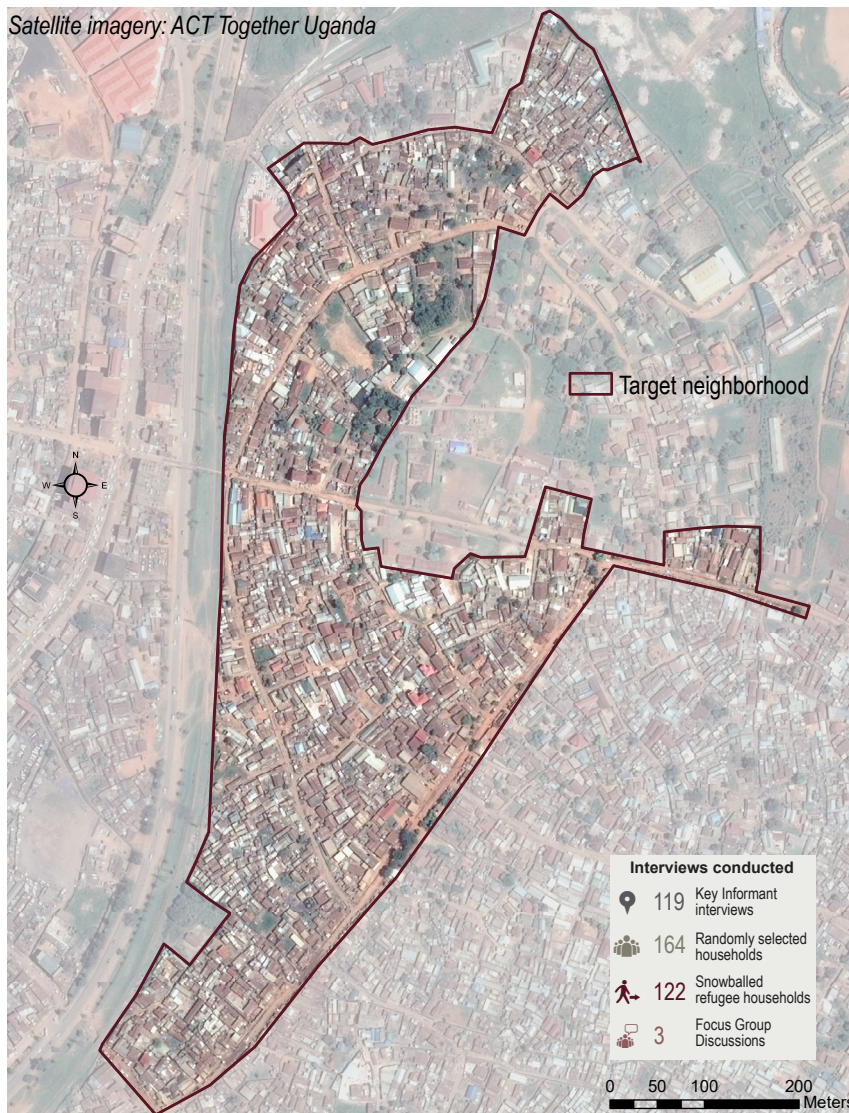


## CONTEXT

Surrounded by countries facing political instability, Uganda is the primary destination for refugees from South Sudan, the Democratic Republic of the Congo, Somalia, among others. In face of this influx, Uganda has introduced a progressive refugee-hosting policy,<sup>1</sup> allowing freedom of movement and the right to work to over 1.4 million refugees<sup>2</sup> settled within its boundaries. Large numbers of refugees seek opportunities in urban centres, and many make their way to Kampala, the capital city and political, social and economic centre of Uganda. Home to 1.5 million inhabitants,<sup>3</sup> including approximately 100,000 refugees,<sup>4</sup> the city of Kampala keeps attracting rural migrants and refugees. While vulnerable refugees, who have the right to access the same basic services as Ugandans, tend to settle in sub-standard neighborhoods across the city, the continuous influx of vulnerable urban dwellers is putting pressure on already overburdened basic services.

To support the Kampala Capital City Authority (KCCA) and aid organisations to better localise and understand the needs and conditions of access to services for refugees and other vulnerable populations living in vulnerable urban neighborhoods, IMPACT Initiatives, together with ACTED, in the framework of their AGORA initiative, in partnership with the Norwegian Refugee Council and ACTogether Uganda, have undertaken an area-based multisector needs assessment in Katwe II, along with eight other neighborhoods in Kampala, between February and June 2018.

Map 1: Overview of the neighborhood of Katwe II and of the survey methodology used



## Overview of Katwe II neighborhood

Katwe II is a vulnerable urban neighborhood in Kampala. It lies in Makindye Division. The neighborhood comprises 8 cells, the lowest administrative unit for urban settings in Uganda. It is home to vulnerable socio-economic population groups, including refugees.

## KEY FINDINGS

In Katwe II neighborhood, 26% of households reported that the quality of basic services available to them including schools, public health centres and shared sanitation facilities was poor. Residents and community leaders interviewed indicated that poor sanitation was a major problem in this area. Results showed that 79% of households did not have access to private toilets while poor waste management resulting into blocking of drainage channels was reported by community leaders as a key public concern. In Katwe II, refugees and nationals have access to the same basic services, although refugees report greater barriers to access them. For example, school-aged children who are part of refugee-headed households are more likely not to attend schools than others, which is mainly attributed to financial difficulties in paying school fees. The lack of income is indeed the key concern reported by refugees residing in Katwe II, and it appears that refugee-headed households earn less than Ugandan-headed households, while female-headed households remain less wealthy compared to their male counterparts, regardless of their status.

<sup>1</sup> Grandi praises Uganda's 'model' treatment of refugees, urges regional leaders to make peace  
J. Clayton for United Nations High Commissioner for Refugees (UNHCR), January 2018

<sup>2</sup> While this report was being edited, a verification process of the refugee registration figures undertaken by the Office of the Prime Minister and the UNHCR was on-going.

<sup>3</sup> Uganda National Bureau of Statistics, National Census, 2014

<sup>4</sup> Office of the Prime Minister, Refugee Information Management System database database, 2018

## METHODOLOGY

To measure the dynamics of access to and delivery of basic services in the neighborhood of Katwe II, the assessment comprised several phases.

### Phase 1: Key Informant Interviews with service providers

The first phase of data collection aimed at mapping the supply of basic services commonly used by residents of Katwe II, located both inside and outside the neighborhood. On 8th February 2018, 119 Key Informant interviews were conducted with service providers, including education and health care facilities, as well as shared and public water sources and sanitation facilities. Key informants were people who were especially knowledgeable on the services targeted by this survey.

### Phases 2 and 3: Household surveys with host communities and refugees

The second and third phases of data collection aimed at assessing access to services and socio-economic characteristics of refugees and host communities residing in Katwe II. During Phase 2 undertaken on 6th March 2018, 164 household interviews<sup>1</sup> were administered to randomly selected households (HHs), including all population groups residing in Katwe II. This random household sample captured 13 refugee households, 53 female-headed households and 113 female respondents. In order to collect more information about refugees specifically, the same survey was administered to 122 refugee households residing in the target neighborhood, and identified through a snowballing technique during Phase 3, on 28th March 2018. In total, 135 refugee households were interviewed in Katwe II, either during phase 2 or phase 3.

### Phases 4 and 5: Focus Group Discussions

Findings from phases 2 and 3 provided information about where specific nationalities of refugees were most likely to be located among the neighborhoods covered by the assessment. As the majority of refugees who reside in Katwe II comes from the Democratic Republic of the Congo, the research team collected qualitative information about conditions of living and access to services for Congolese refugees, with 2 Focus Group Discussions (FGDs) conducted during phase 4, on 2nd May 2018, with men and women separately. Each FGD gathered 8 participants who were identified among refugees residing in Katwe II with the support of community leaders and facilitators. During the 5th phase of the assessment, the research presented and validated the key findings with community leaders of the target neighborhood during one FGD, conducted on 13th June 2018. During this exercise, community leaders shared their visions to prioritize needs and future interventions in Katwe II.

### LIMITATIONS

Findings from the household surveys are meant to illustrate the specific situation of various population groups residing in Katwe II, including refugees. The use of a snowballing sampling technique to identify refugee households during phase 3 implies that results from this sample should be considered as indicative, whereas findings from the random household survey conducted during phase 2 are representative of the whole population of the neighborhood, with a 90% confidence level and 10% margin of error.

<sup>1</sup> The survey questionnaire has been contextualised from the Urban Multi sector Vulnerability Assessment Tool (UMVAT), introduced in 2017 by the Stronger Cities Consortium.

<sup>2</sup> Uganda National Bureau of Statistics, National Census, 2014

<sup>3</sup> Foreigners are respondents who define themselves as non-nationals without the refugee status. Migrants are respondents who define themselves as nationals who have been long-term displaced

## DEMOGRAPHICS

26,000

Estimated number of inhabitants in Katwe II<sup>2</sup>

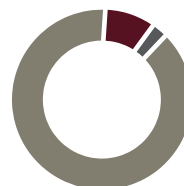
4.6

Average number of people per household

32%

Of households are headed by a female.

### Proportion of households by reported status:



89% National residents

7% Refugees

4% Foreigners and migrants<sup>3</sup>

77% of refugees residing in Katwe II come from the Democratic Republic of the Congo and 17% come from Burundi or Rwanda.<sup>4</sup>

### Most common reasons reported by households for choosing to settle in Katwe II:<sup>5</sup>

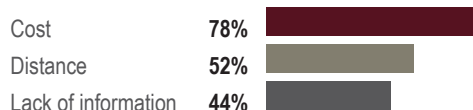


## ACCESS TO SERVICES

### Perception of quality and accessibility of services:



### Most common barriers to service accessibility reported by households who reported access is difficult:<sup>5-6</sup>



## PRIORITY NEEDS

Based on the research findings, community leaders from the neighborhood identified key priorities to improve living conditions in the community:

- Improvement and expansion of the drainage and sewage system
- Improvement of the routine garbage collection system and sites
- Stock public health centres with medical supplies
- Increase the number of schools and vocational centres
- Provision of school materials
- Support the creation of small businesses for low-skilled residents
- Installation of additional pre-paid water taps

<sup>4</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

<sup>5</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

<sup>6</sup> Due to a small sample size, results for this indicator are indicative.



## EDUCATION

Existing education facilities accessed by residents of Katwe II:

2	Nursery schools	Key Informants for education facilities reported that <b>lack of school materials</b> was the main challenge for schools, followed by <b>overcrowded classrooms</b> .
11	Primary schools	
3	Secondary schools	

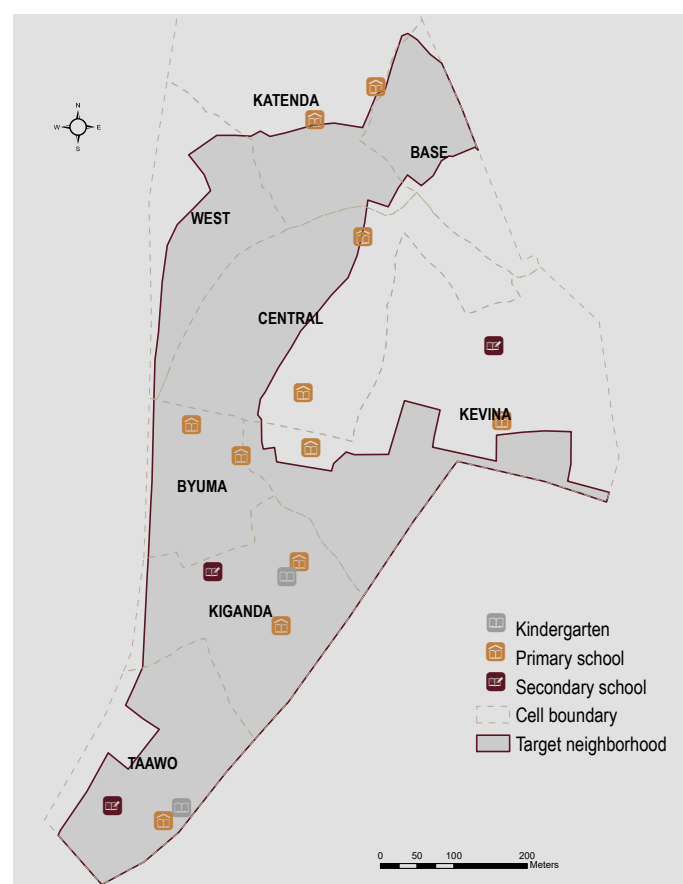
School attendance:

**9%** of school-aged children (7-17 years old) residing in Katwe II were not attending school, as revealed by the random household survey. Refugee-headed households reported that **36%** of children of the same age group were not attending school.<sup>1</sup> **Inability to pay school fees** was the most common reason given by both households and Key Informants for education facilities to explain school non-attendance and drop-out.

Share of education expenses in households' budget:

<b>24%</b>	Of households reported education as their largest expense.
<b>18%</b>	Of households were willing to spend more on education costs. <sup>2</sup>

Map 2: Location of education facilities used by residents of Katwe II:



## HEALTH

Most commonly used health care providers by households:<sup>3</sup>

Public Health centre	34%		<b>29%</b> Of health centres <b>had no professional doctor</b> among their staff according to Key Informants.
Private Health centre	52%		
Hospital	29%		
Pharmacy	12%		

Most commonly reported issues in accessing health care for households:<sup>3</sup>

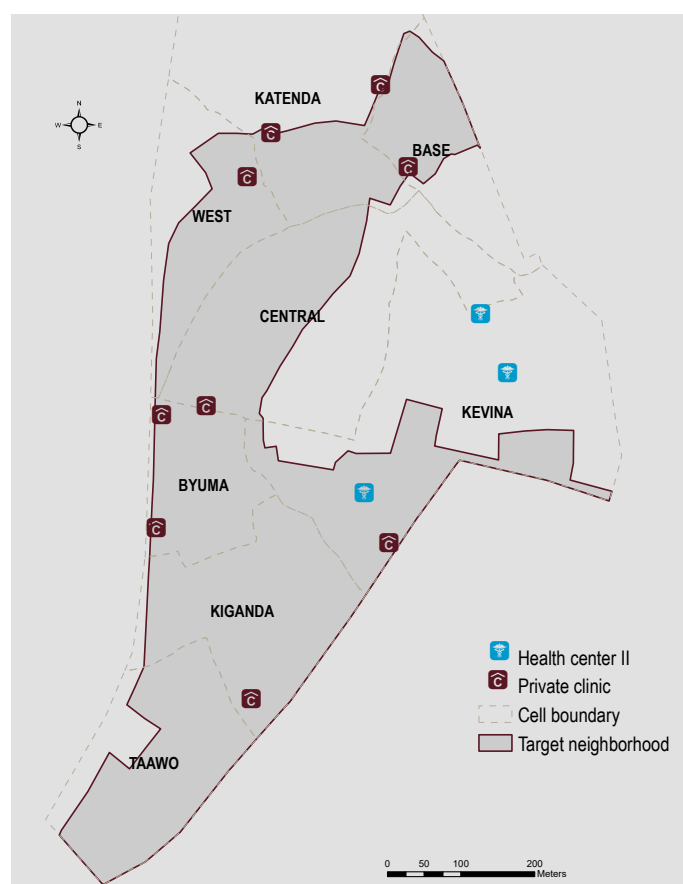
Cost	67%	
Distance	32%	
Lack of medication	26%	

Congolese refugees who participated in FGDs reported that although medical care provided by public health facilities is of decent quality, they are charged more for health services and medication than Ugandans.

Importance of health expenses in households' budget:

<b>103,000 UGX</b>	Average household expenditure for medical care in the last 90 days <sup>4</sup>
<b>3%</b>	Of households were willing to spend more on health care. <sup>2</sup>

Map 3: Location of health facilities used by residents of Katwe II:



<sup>1</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

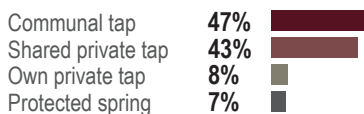
<sup>2</sup> Households declaring they would prioritise education or health expenses if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. [www.xe.com](http://www.xe.com), as of 16th July 2018.

<sup>3</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

<sup>4</sup> 1 USD = 3,688 UGX and 1 EUR = 4,328 UGX, [www.xe.com](http://www.xe.com) as per 16nd July 2018

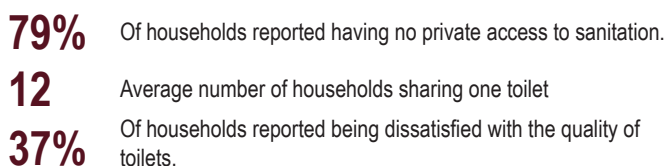
## WATER AND SANITATION

### Primary drinking water sources used by households<sup>1</sup>:

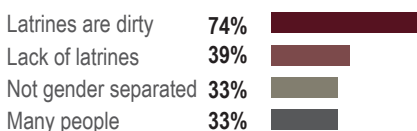


**6%** of households reported that the quality of these water sources was not good enough to drink. **43%** of communal taps were constructed directly by the community, according to water points Key Informants.

### Access to sanitation reported by households:

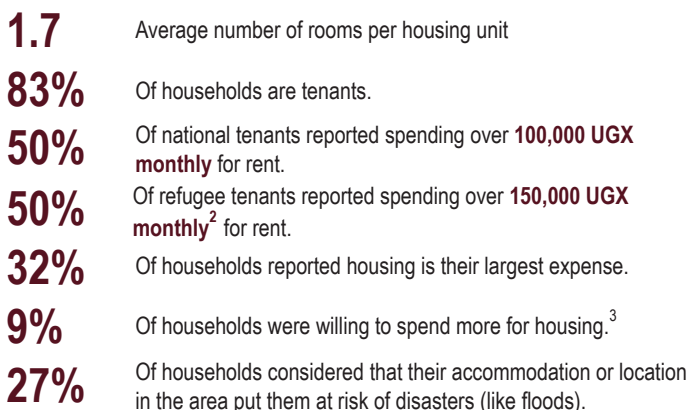


### Most common issues with sanitation reported by households:<sup>1</sup>

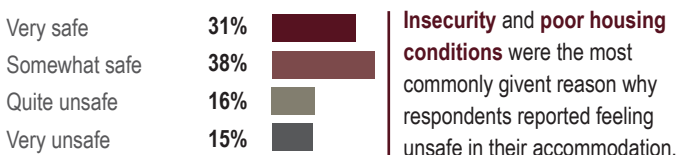


## HOUSING LAND AND PROPERTY

### Housing conditions reported by households:



### Perception of housing safety reported by households:



**24%** of households considered that forced evictions are common in Katwe II. **15%** reported they have been directly threatened of eviction in the year prior to the assessment. Lack of awareness of tenancy right is a major cause of eviction according to community leaders.

<sup>1</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

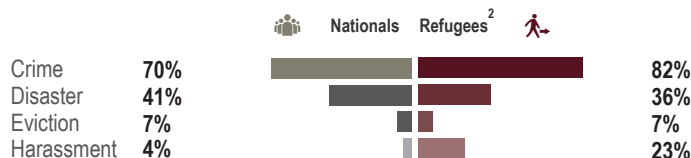
<sup>2</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## PROTECTION & SOCIAL COHESION

### Proportion of respondents who declared they feel safe:<sup>4</sup>



### Most common reasons why respondents reported feeling unsafe:<sup>1-4-5</sup>



### Dynamics of social cohesion reported by respondents:<sup>4</sup>



## LEGAL ASSISTANCE

### Challenges to access legal entitlement reported by respondents:<sup>4</sup>

**51%** of national respondents reported that obtaining official documents is difficult, while **49%**<sup>2</sup> of refugee respondents shared this opinion.

Among respondents who reported that obtaining official documents is difficult,<sup>5</sup> **66%** mentioned Lengthy procedures as a major barrier, and **57%** reported that the process is costly.

### Challenges to access justice reported by respondents:<sup>4</sup>

**56%** of national respondents reported that accessing justice is difficult, while **55%**<sup>2</sup> of refugee respondents shared this opinion.

Among respondents who reported that access to justice is difficult,<sup>5</sup> **67%** mentioned cost as a major barrier, and **34%** reported that they fear going to court.

<sup>3</sup> Households declaring they would prioritise expenses for accommodation if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. www.xe.com, as of 16th July 2018.

<sup>4</sup> These indicators reflect the respondents' perception rather than this of the household they belong to. For this reason, these indicators relate to the gender or status of respondents, rather than this of the head of household. Women and refugees include respectively 103 and 135 respondents.

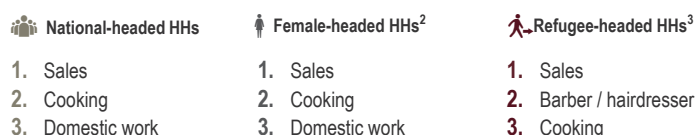
<sup>5</sup> As the sample sizes for this indicator are small, results are indicative.

## \$ INCOME

Half of households reported earning below the following amount per week, in UGX:<sup>1</sup>



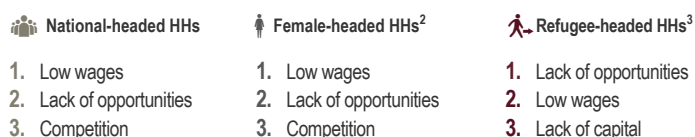
Most common sources of income reported by households:<sup>1</sup>



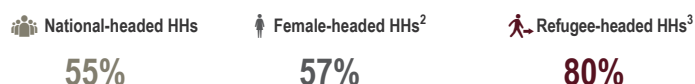
Proportion of households which reported earning no income:<sup>1</sup>



Most common barriers to work reported by households:



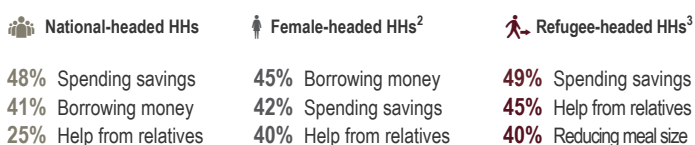
Proportion of households which reported they can not afford basic services:



Proportion of households which reported resorting to one or more coping strategies to mitigate against lack of income:

	Average number of coping strategies	Low use of coping strategies (1-2)	Medium use of coping strategies (3-4)	High use of coping strategies (5+)
National-headed HHs	1.7	73%	17%	1%
Female-headed HHs <sup>2</sup>	1.8	70%	25%	0%
Refugee-headed HHs <sup>3</sup>	2.4	58%	32%	7%

Most common coping strategies used by households:



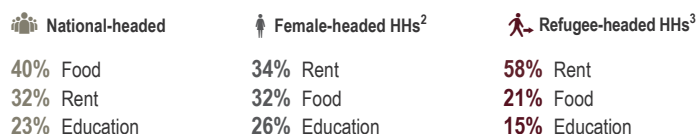
<sup>1</sup> In the month prior to the assessment

<sup>2</sup> Female-headed households represent 32% of the total random sample in Katwe II, with 53 cases. Due to small sample size, these findings are indicative only.

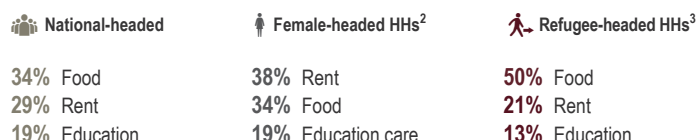
<sup>3</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## \$ EXPENDITURE

Proportion of households which reported the following expenses as their largest expenditure:



Proportion of households which reported the following expenses as their second largest expenditure:

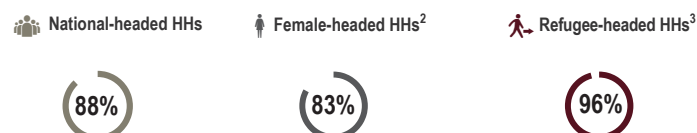


Specific considerations regarding refugee households:

Congolese refugees who took part in FGDs reported that finding a job can be challenging because of the language barriers, even for low-skilled jobs such as domestic work. Selling jewellery and fabric is reportedly a common income-generating activity for many Congolese they also reported that in some cases, potential employers would request them to have a Ugandan national ID card, despite the fact that refugees have the right to work in the country.

## NGO ASSISTANCE

Proportion of households reporting a need for assistance:



Most common challenges faced by the community in Katwe II reported by households:



Preferred modes of assistance reported by households:

Direct cash assistance and a combination of in-kind and cash assistance are the modes of support that were reported the most by households residing in Katwe II. Respectively **42%** and **59%** of households mentioned these types of assistance among their preferred modes of assistance.<sup>4</sup>

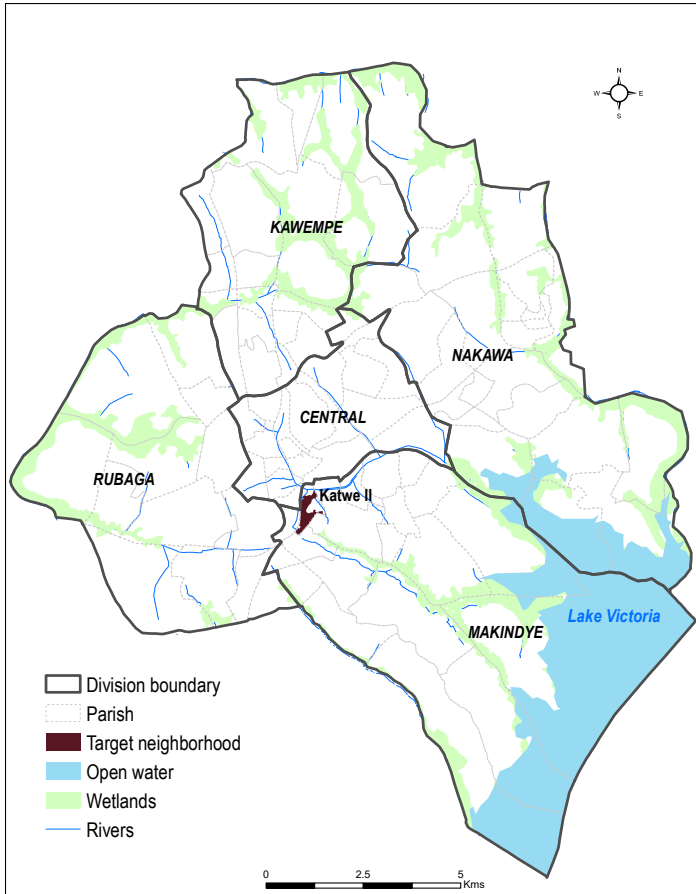
Challenges for access to assistance reported by refugees:

Refugees from the Democratic Republic of the Congo who took part in FGDs stated that the security conditions back in their country of origin would not allow them to get back there. As part of an effort to make a living in Uganda, the FGD participants reported that they would need assistance in the form of capital to support the creation or expansion of small businesses.

<sup>4</sup> The total percentage exceeds 100% as respondents could give multiple answers to the question.



Map 4: Location of the vulnerable neighborhood of Katwe II in Kampala:



Kampala Capital City Authority, (KCCA) is the body that is charged with administration of Kampala on behalf of the Central Government. It was established by an act of the Ugandan Parliament in 2011 (KCC Act, 2010), giving Kampala a special political and administrative status.

The Executive Director oversees the regulation and/or delivery of basic services in the community. Currently, KCCA oversees 79 free public schools with an enrolment of more than 65,000 pupils and students and 11 free public Health Centres and Hospitals attending to 65% of its 1,500,000 residents. In addition, the Authority manages Development Control, Revenue Collection, Waste management and Sanitation among other services. Effectively, Kampala now has a dedicated Cabinet Minister, and KCCA has the licence and responsibility to oversee the provision of all public services in its jurisdiction.

With a growth rate of 3.6%, Kampala is the 13th fastest growing city in the World, projected to be a mega-city of more than 10 million inhabitants in the next 20 years. The refugee population in Kampala has significantly increased in the last few years, and KCCA is currently drafting a comprehensive plan to deal with the challenges and exploit the opportunities presented with this changing demographic reality.



The Norwegian Refugee Council (NRC) works in both new and protracted crises across 31 countries. Our 6,000 employees provide life-saving and long-term assistance to millions of people every year. NRC specialises in six areas: livelihoods and food security, education, shelter, legal assistance, camp management, and water, sanitation and hygiene. NRC is a determined advocate for displaced people. We promote and defend their rights and dignity in local communities, with national governments and in the international arena. NRC has been implementing projects for internally displaced persons and refugees in Northern Uganda, West Nile and South West since 1997, helping to create a safer and more dignified life for refugees and internally displaced people. NRC advocates for the rights of displaced populations and offers assistance within the shelter, education, emergency food security and livelihoods, legal assistance, and water, sanitation and hygiene sectors.



ACTogether is the national support NGO charged with providing technical and financial assistance to the National Slum Dwellers Federation of Uganda (NSDFU). ACTogether, established in 2006, facilitates processes that develop organizational capacity at the local level and promote pro-poor policy and practice in Uganda's urban development arena. ACTogether strives to create inclusive cities with united and empowered communities of the urban poor who have the capacity to voice, promote, and negotiate for their collective interests.



**Leveraging local capacities  
Promoting settlement approaches  
Enabling integrated response**

AGORA is a joint initiative of ACTED and IMPACT Initiatives, founded in 2016. AGORA promotes efficient, inclusive and integrated local planning, aid response and service delivery in contexts of crisis through applying settlement-based processes and tools.

AGORA enables more efficient and tailored aid responses to support the recovery and stabilization of crisis-affected communities, contributing to meet their humanitarian needs, whilst promoting the re-establishment of local services and supporting local governance actors. AGORA promotes multi-sectoral, settlement-based aid planning and implementation, structured around partnerships between local, national and international stakeholders.

AGORA's core activities include community mapping, multisector and area-based assessments, needs prioritisation and planning, as well as support to area-based coordination mechanisms and institutional cooperation.

This area profile represents a key product within a global AGORA program supported by the European Civil Protection and Humanitarian Aid Operations (ECHO), targeting cities in crisis to inform area-based response and recovery plans, and provide support to information management and coordination efforts.