

NAKULABYE NEIGHBORHOOD PROFILE

Urban community assessment Kampala, Uganda - July 2018



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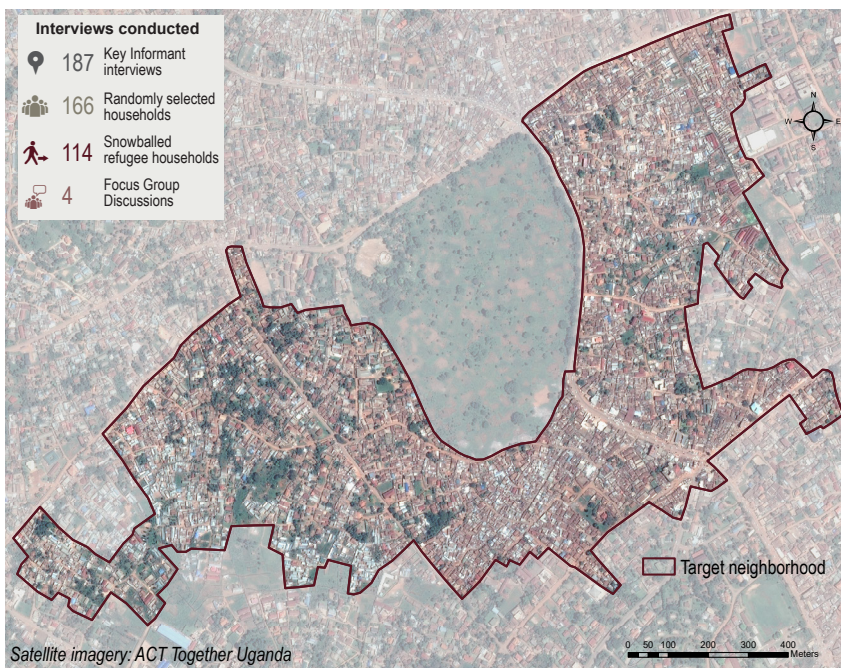


CONTEXT

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,¹ allowing freedom of movement and the right to work to over 1.4 million refugees² 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,³ including approximately 100,000 refugees,⁴ 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 Nakulabye, along with eight other neighborhoods in Kampala, between February and June 2018.

Map 1: Overview of the neighborhood of Nakulabye and of the survey methodology used



Overview of Nakulabye neighborhood

Nakulabye is a vulnerable urban neighborhood in Kampala. It lies in Rubaga Division. The neighborhood comprises 9 cells, the lower administrative unit for urban settings in Uganda. It is home to vulnerable socio-economic population groups, including refugees.

KEY FINDINGS

In the neighborhood of Nakulabye, 28% of households reported that the quality of basic services available to them was poor. Poor sanitation is a major concern reported by residents and community leaders. 8 in 10 households do not have access to private toilets, while poor waste management resulting into blocking of drainage channels is reported by community leaders as a key public concern, contributing to increased risks of floods. In Nakulabye, refugees and nationals have access to the same basic services, although refugees reported 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 difficulties in paying school fees.

The lack of income is indeed the key concern reported by residents of Nakulabye, and it appears that, based on the median weekly income, refugee-headed households earn slightly more than Ugandan-headed households. The female-headed households remain less wealthy compared to their male counterparts, regardless of their status. In face of financial difficulties, households in Nakulabye tend to use similar coping strategies, although refugee-headed households tend to rely more on help from relatives. The vast majority of refugees in Nakulabye feel well integrated within their host community, and even tend to feel safer than nationals. Both nationals and refugees tend to report similar answers when it comes to challenges affecting the whole community, namely insecurity and lack of economic opportunities.

¹ 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

² 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.

³ Uganda National Bureau of Statistics, National Census, 2014

⁴ Office of the Prime Minister, Refugee Information Management System database, 2018

METHODOLOGY

To measure the dynamics of access to and delivery of basic services in the neighborhood of Nakulabye, 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 Nakulabye, located both inside and outside the neighborhood. On 14th February 2018, 187 Key Informants 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 community residing in Nakulabye. During Phase 2 undertaken on 12th March 2018, 166 household interviews¹ were administered to randomly selected households (HHs), including all population groups residing in Nakulabye. This random household sample captured 10 refugee households, 61 female-headed households and 113 female respondents. In order to collect more information about refugees specifically, the same survey was administered to 114 refugee households residing in the target neighborhood, and identified through a snowballing technique during Phase 3, on 5th April 2018. In total, 124 refugee households were interviewed in Nakulabye, 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 are most likely to be located among the neighborhoods covered by the assessment. As Eritreans and Ethiopians refugees are more concentrated in Nakulabye than in other neighborhoods, the research team collected qualitative information about conditions of living and access to services for both nationalities as well as for host communities, with 3 Focus Group Discussions (FGDs) conducted during phase 4, on 5th May 2018, with men and women separately. Each FGD gathered 8 participants who have been identified among refugees or host communities residing in Nakulabye 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 21st June 2018. During this exercise, community leaders shared their vision to prioritize needs and future interventions in Nakulabye.

Limitations

Findings from the household surveys are meant to illustrate the specific situation of various population groups residing in Nakulabye, 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.

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

² Uganda National Bureau of Statistics, National Census, 2014

³ 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 from other locations in the country.

DEMOGRAPHICS

40,000

Estimated number of inhabitants in Nakulabye²

4,2

Average number of people per household

37%

Of households are headed by a female.

Proportion of households by reported status:



93% National residents

6% Refugees

1% Foreigners and migrants³

57% of refugees residing in Nakulabye come from the Democratic Republic of the Congo and **19%** come from Ethiopia or Eritrea.⁴

Most common reasons reported by households for choosing to settle in Nakulabye:⁵

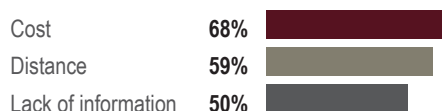


ACCESS TO SERVICES

Perception of quality and accessibility of services:









Most common barriers to service accessibility reported by households for which access to services is difficult:⁵⁻⁶



PRIORITY NEEDS

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

-  Maintenance of the drainage, sewage system and toilets
-  Improvement of the routine garbage collection system and sites
-  Build a public health centre well stocked with medical supplies and with qualified staff
-  Increase the number of schools and vocational centres
-  Support the creation of small businesses for low-skilled residents
-  Installation of additional pre-paid water taps

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

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

⁶ Due to a small sample size, results for this indicator are indicative.

EDUCATION

Existing education facilities accessed by residents of Nakulabye:

| | | |
|---|-------------------|---|
| 8 | Nursery schools | Key Informants for education facilities reported that lack of school materials was the main challenge for schools, followed by overcrowded classrooms . |
| 9 | Primary schools | |
| 2 | Secondary schools | |

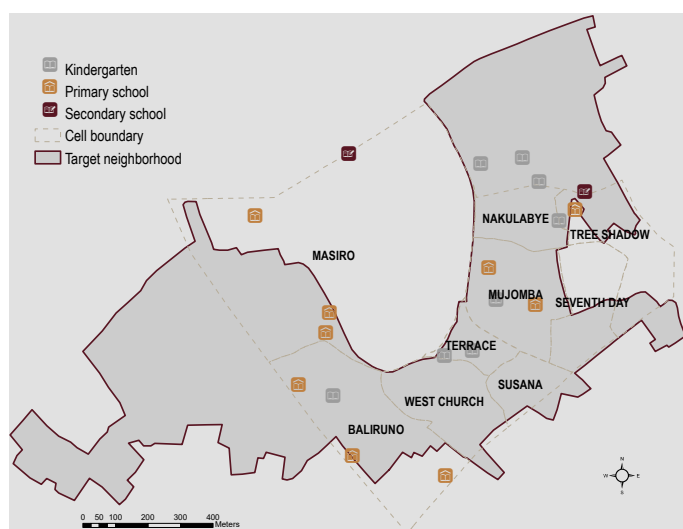
School attendance:

15% of school-aged children (7-17 years old) residing in Nakulabye were not attending school, as revealed by the random household survey. Refugee-headed households reported that **33%** of children of the same age group were not attending school.¹ **Inability to pay school fees** is 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:

| | |
|------------|---|
| 28% | Of households reported education as their largest expense. |
| 17% | Of households were willing to spend more on education costs. ² |

Map 2: Location of education facilities used by residents of Nakulabye:



HEALTH

Most commonly used health care providers by households:³

| | |
|-----------------------|-----|
| Public Health centre | 27% |
| Private Health centre | 55% |
| Hospital | 43% |
| Pharmacy | 15% |

38%
Of health centres **had no professional doctor** among their staff according to Key Informants.

Most commonly reported issues in accessing health care for households:³

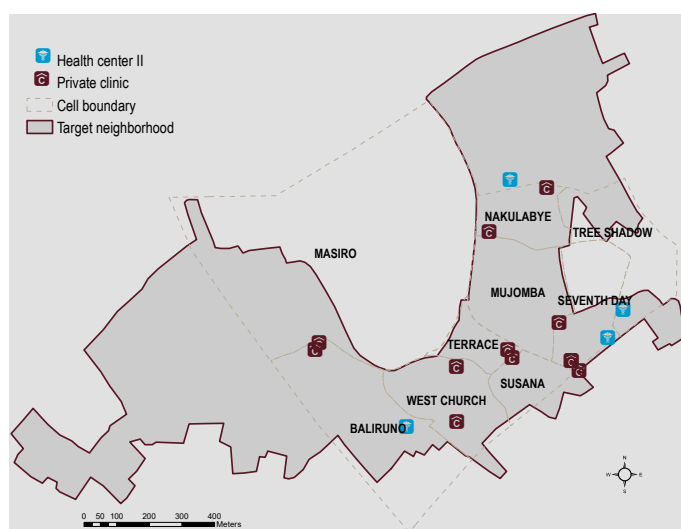
| | |
|--------------------|-----|
| Cost | 70% |
| Distance | 34% |
| Lack of medication | 34% |

Ethiopian refugees who participated in FGDs reported that they get little information about public health services available in their community, and tend to go to private pharmacies and clinics instead of public health centres.

Importance of health expenses in households' budget:

| | |
|--------------------|---|
| 135,000 UGX | Average household expenditure for medical care in the last 90 days ⁴ |
| 6% | Of households were willing to spend more on health care. ² |

Map 3: Location of health facilities used by residents of Nakulabye:



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

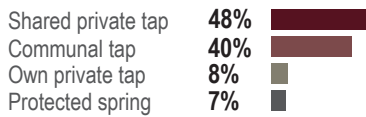
² Households declaring they would prioritise education or health expenses if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. www.xe.com, as of 16th July 2018.

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

⁴ 1 USD = 3,688 UGX and 1 EUR = 4,328 UGX, xe.com as per 16th July 2018

WATER AND SANITATION

Primary drinking water sources used by households:¹



10% of households reported that the quality of these water sources was not good enough to drink. **33%** of communal taps were constructed directly by the community, according to water points Key Informants.

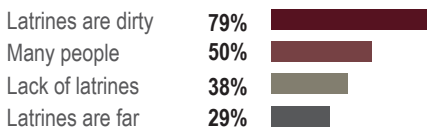
Access to sanitation reported by households:

80% Of households reported having no private access to sanitation.

9 Average number of households sharing one toilet

30% Of households reported being dissatisfied with the quality of toilets.

Most common issues with sanitation reported by households:¹



HOUSING LAND AND PROPERTY

Housing conditions reported by households:

1,8 Average number of rooms per housing unit

77% Of households are tenants.

50% Of national tenants reported spending over **110,000 UGX monthly** for rent.

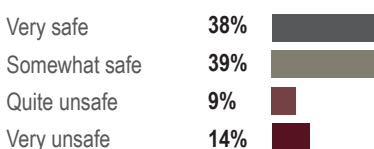
50% Of refugee tenants reported spending over **200,000 UGX monthly²** for rent.

28% Of households reported housing is their largest expense.

10% Of households were willing to spend more for housing.³

40% Of households considered that their accommodation or location in the area put them at risk of disasters (like floods).

Perception of housing safety reported by households:



Insecurity and poor housing conditions were the most commonly given reasons why respondents feel unsafe in their accommodation.

10% of households considered that forced evictions are common in Nakulabye.

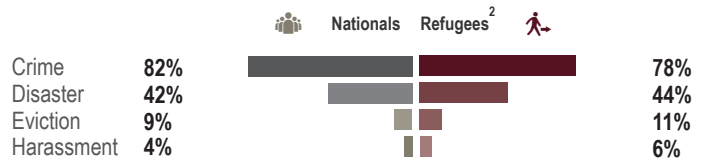
17% reported they have been directly threatened of eviction in the year prior to the assessment.

PROTECTION & SOCIAL COHESION

Proportion of respondents who declared they feel safe:⁴



Most common reasons why respondents reported feeling unsafe:¹⁻⁴⁻⁵



Dynamics of social cohesion reported by respondents:⁴



LEGAL ASSISTANCE

Challenges to access legal entitlement reported by respondents:⁴

42% of national respondents reported that obtaining official documents is difficult, while **36%**² of refugee respondents shared this opinion.

Among respondents who reported that obtaining official documents is difficult,⁵ **71%** mentioned Lengthy procedures as a major barrier, and **58%** reported that the process is costly.

Challenges to access justice reported by respondents:⁴

38% of national respondents reported that accessing justice is difficult, while **25%**² of refugee respondents shared this opinion.

Among respondents who reported that access to justice is difficult,⁵ **59%** mentioned cost as a major barrier, and **37%** reported that they fear going to court.

³ 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.

⁴ 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 113 and 124 respondents.

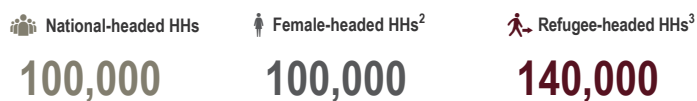
⁵ As the sample sizes for this indicator are small, results are indicative.

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

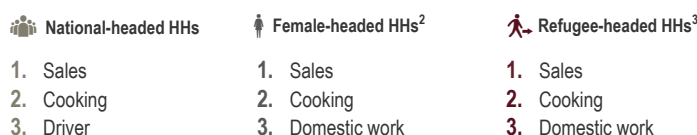
² These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

\$ INCOME

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



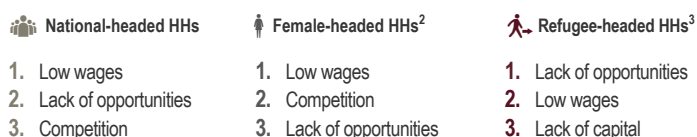
Most common sources of income reported by households:¹



Proportion of households which reported earning no income:¹



Most common barriers to work reported by households:



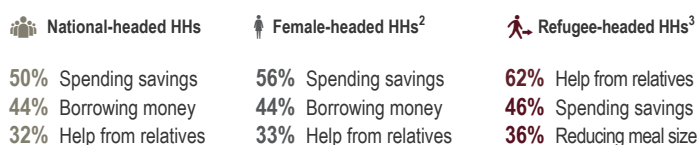
Proportion of households which reported they can not afford basic services:



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 | 1.9 | 56% | 28% | 3% |
| Female-headed HHs ² | 2.1 | 57% | 34% | 2% |
| Refugee-headed HHs ³ | 2.4 | 58% | 33% | 7% |

Most common coping strategies used by households:



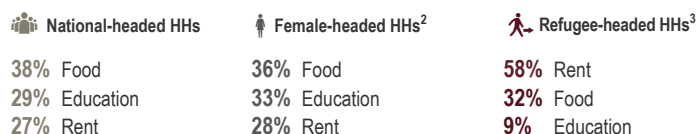
¹ In the month prior to the assessment

² Female-headed households represent 37% of the total random sample in Nakulabye, with 61 cases. Due to small sample size, these findings are indicative only.

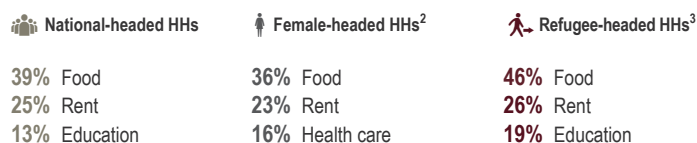
³ These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

\$ 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:

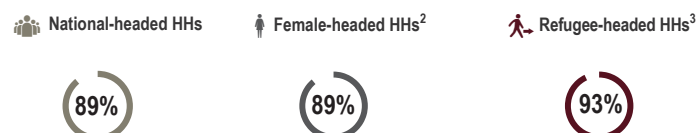


Specific considerations regarding refugee households:

Ethiopian refugees who participated in FGDs reported that foreigners have less access to job opportunities than Ugandans. Some participants reported eating only one meal per day to cope with the high cost of living and lack of income. FGDs with host communities in Nakulabye highlighted the belief that refugees get assistance and support from charities (Non-Government Organisations), and therefore are better-off than locals.

NGO ASSISTANCE

Proportion of households reporting a need for assistance:



Most common challenges faced by the community in Nakulabye reported by households:



Preferred modes of assistance reported by households:

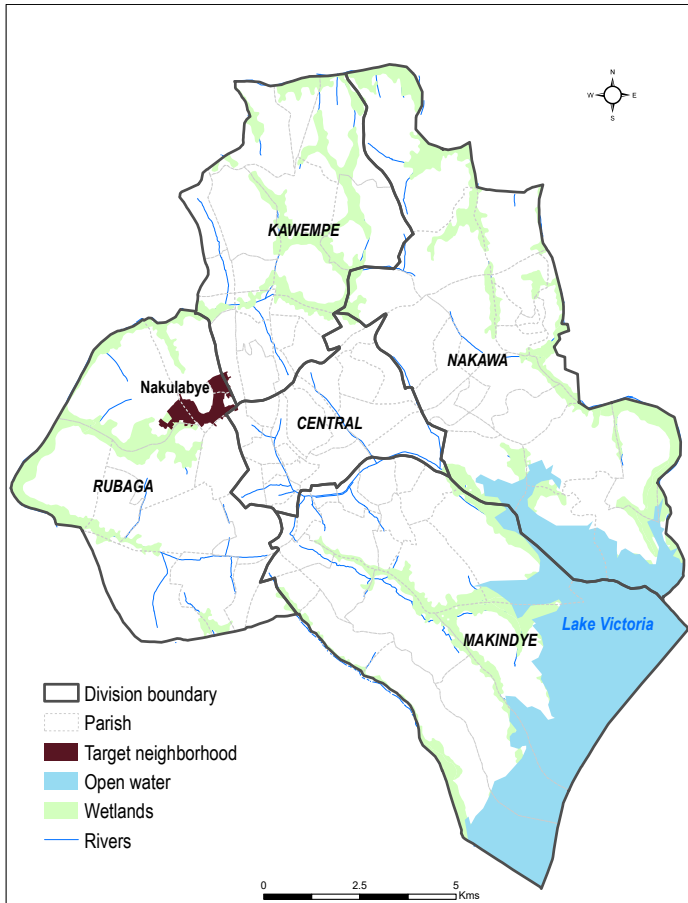
Direct cash assistance and a combination of in-kind and cash assistance are the modes of support that were reported the most by households residing in Nakulabye. Respectively **61%** and **57%** of households mentioned these types of assistance among their preferred modes of assistance.⁴

Challenges for access to assistance reported by refugees:

Although the host community mentioned various aid organisations were providing assistance to refugees, FGDs with Eritrean and Ethiopian refugees revealed that most of the support they get comes from relatives. Refugee participants mentioned they need help to get a refugee card, as they reported they cannot afford to pay the amount they are charged for the process.

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

Map 4: Location of the vulnerable neighborhood of Nakulabye 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.



**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.



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.