

UNDERSTANDING THE NEEDS OF URBAN REFUGEES AND HOST COMMUNITIES RESIDING IN VULNERABLE NEIGHBORHOODS OF KAMPALA

A multisector analysis
of the dynamics of supply
and access to basic services
in nine vulnerable urban settlements

Kampala, Uganda, July 2018

Picture by L. Thaller, 2018



AGORA



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BACKGROUND

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 refugees settled within its boundaries.²

Uganda counts 30 dedicated refugee settlements spread out across the country, where refugees are assigned a plot of land and registered upon arrival. In the framework of the national refugee response, aid organisations are primarily delivering assistance programmes in these settlements. However, large numbers of refugees tend to seek opportunities in urban centres, and many make their way to the capital city Kampala, which is also the political, social and economic centre of Uganda. In such an urban displacement context, the refugee response is less structured and coordinated than in dedicated settlements. Refugees on the move are harder to track, and little information is available to public authorities and aid actors at the level of Kampala to support the identification of vulnerable urban refugees and host communities across the city, and to inform programmatic priorities.

IMPACT initiatives, together with ACTED, in the framework of their AGORA initiative, have undertaken an area-based multi sector needs assessment in nine vulnerable urban neighborhoods across Kampala. This assessment was conducted in partnership with the Kampala Capital City Authority (KCCA) Norwegian Refugee Council (NRC) and ACTogether Uganda. This study aims at providing a better understanding of the needs and access to services in refugee-hosting neighborhoods in Kampala. It aims to support local public actors and international aid stakeholders in the development of an evidence-based municipal strategy for refugee integration. Key findings from this area based needs assessment will be reviewed alongside a consultative exercise with key stakeholders intervening in Kampala to identify and agree on future response priorities.

KAMPALA

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 capital city, the continuous influx of vulnerable urban dwellers is putting pressure on already overburdened basic services. Findings from this assessment were meant to provide KCCA – the government institution running the city – and key aid actors intervening in the city, to develop evidence-based localized responses to address these challenges and develop a municipal strategy to support vulnerable populations.

Nine vulnerable neighborhoods have been jointly selected by AGORA and its partners to conduct the assessment. These nine target neighborhoods have been prioritized through secondary data review,⁵ field observation, preliminary interviews with community leaders and aid organisations. They combine a low coverage of basic services, a likelihood to be home to large numbers of urban refugees and are priority areas of intervention for KCCA and aid organisations. The neighborhoods covered by the assessment include Katwe II, Kansanga, Nakulabye, Kosovo, Mengo, Kisenyi III, Bwaise II, Kazo Angola and Kawempe I.

SUMMARY OF FINDINGS

The nine neighborhoods targeted by the research present a relatively similar pattern of urban poverty, with regard to supply and demand of basic services as well as household characteristics.

Insecurity, **lack of economic opportunities and poor sanitation** are the key concerns and priorities reported in all target neighborhoods, both by residents and community leaders. Among the resident population of the target neighborhoods, the majority of resident households reported an average quality of basic services available to them. Overall, their **residents tend to use preferably private or community-run services than public services** for health care, education and sanitation, as they are reportedly cheaper and more accessible than public facilities. With regard to sanitation, three quarters of households do not have access to private toilets, while the average percentage of households with no access to toilets in urban areas in Uganda is 10%.³ The majority of target neighborhoods are located in wetlands and thus particularly exposed to floods. **Poor waste management, further increasing the risk of floods**, was reported by community leaders as a key public concern, and more than 7 out of 10 resident households reported being at risk of such disasters.

Regarding refugee-hosting dynamics, the assessment revealed that **urban refugees tend to be geographically spread out across refugee-hosting neighborhoods in Kampala**, choosing to settle in a specific neighborhood mainly because accommodation is affordable to them and basic services available. The vast majority of refugees interviewed during this research reported being **well integrated within their host community**. Informal social ties with locals appears to be a major factor for integration, in a situation where refugees enjoy the right of access to the same basic services as nationals.

Refugees seem to face specific challenges to access the services they need as compared to Ugandans. The cost of services is a concern that is reportedly shared by refugee-headed households and national-headed households, although the former tend to earn less than the latter. However, nationals tend to believe that refugees are better-off than locals, which is partly attributed to the belief that they receive external assistance. As a consequence, **refugees commonly reported being charged more than nationals to access basic services and amenities** such as health care and accommodation. In reality, 85% of refugees interviewed during this research reported not receiving any kind of assistance from charities, while more than 9 out of 10 of them reported a need for assistance. Across all the assessed neighborhoods, refugee households reported that rent is their largest expense. Getting and retaining access to accommodation in Kampala is a priority for refugee households, who reported in FGDs that housing expenses could be made at the expense of food or expenses related to education. Lack of information regarding availability of basic services also appears to be a specific barrier for refugees to access services they need, which is often attributed to difficulties to communicate in the local language.

Overall, refugees and host-communities tend to report relatively similar socio-economic needs, in a situation where Ugandan-headed households residing in refugee-hosting neighborhoods are only slightly better off than their refugee-headed households neighbors. Regardless of whether they are refugees, the research revealed that households headed by a female were more economically vulnerable than male-headed households.

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

⁵ Kampala Slum Profiling, ACTogether Uganda, 2014



METHODOLOGY

The assessment comprised 5 phases. Data was collected through quantitative and qualitative techniques, between February and June 2018.

Phase 1: Assessment of the supply of services – 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 the target neighborhoods. These services are located both inside and outside of the assessed neighborhoods. Between 8th and 20th February 2018, 1,296 Key Informant interviews were conducted with service providers, including education, health care facilities, as well as shared public water sources and sanitation facilities. Survey respondents were people who were especially knowledgeable on the services targeted.

Phases 2 and 3: Assessment of the demand for services - 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 the target neighborhoods. During Phase 2 undertaken between 6th and 16th March 2018, 1,344 household (HH) interviews¹ were administered to randomly selected households among the entire resident population, in all neighborhoods, except Kawempe I. The survey results demonstrated that, with 93 refugee household respondents, refugee households represent a minority of the total population in the target neighborhoods, and accounted for less than 3% of the resident population in the neighborhoods of Bwaise II, Kazo Angola and Kosovo. In order to collect more information during Phase 3 about refugees specifically, the same survey was administered to refugee households in the five neighborhoods with the highest proportion of refugees among their residents, namely Katwe II, Kansanga, Mengo, Nakulabye and Kisenyi III. The neighborhood of Kawempe I was added to this third phase, as it was more likely than the target neighborhoods of Bwaise II and Kazo Angola to host large numbers of refugees. During phase 3, conducted between 28th March and 9th April 2018, 622 additional refugee households were identified through a snowballing technique. In total, 704 refugee households were interviewed during the survey, either through the random household survey (Phase 2) or the snowballed refugee household survey (Phase 3). Data from both samples was weighted according to the population size and sample size from each neighborhood included in the sample, so as to take into account potential bias introduced by differences in population sizes between neighborhoods.

Phases 4 and 5: Qualitative assessment of supply and demand for basic services with host communities and refugees - Focus Group Discussions

During phase 4, the research team collected qualitative information about conditions of living and access to services for refugees and host communities, through Focus Group Discussions (FGDs), with eight participants on average. FGDs with refugees were disaggregated by nationality and gender, and were organized in the neighborhoods where the highest proportion of refugees from a specific nationality was reported to reside, as per findings from the household surveys. FGDs with host communities were disaggregated by gender as well, and were conducted in six neighborhoods. FGD participants were identified among the resident population of each neighborhood with the support of community leaders and facilitators. In total, fourteen FGDs were conducted between 2nd and 9th May 2018. During the 5th phase of the assessment, the research presented, validated and prioritized the key findings with community leaders of each neighborhood, between 13th and 25th June 2018.

LIMITATIONS

Target neighborhoods

The nine target neighborhoods covered by this assessment were selected among the most vulnerable urban areas in Kampala. The assessment's findings are representative of services and populations residing in these nine specific target neighborhoods but are not meant to illustrate the situation in neighborhoods not covered by the research.

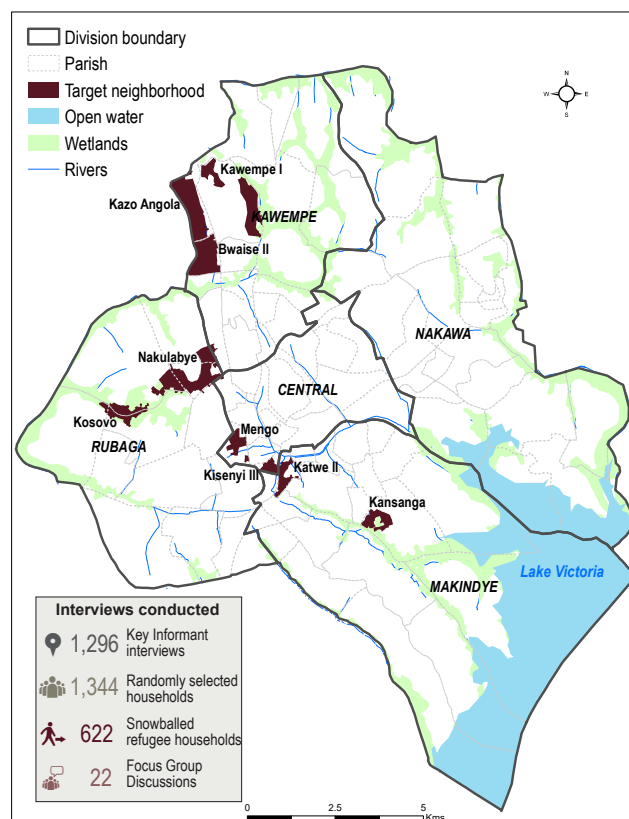
Household surveys

Findings from the random household survey undertaken during phase 2 are representative of the population residing in the target neighborhoods, with a 95% confidence level and 3% margin of error. On one hand, the random household sample shows a representative comparison between nationals and refugee-headed households. On the other hand, in some cases where the analysis for refugees required comparisons between more specific sub-groups (such as nationalities), the snowballed refugee household sample collected during Phase 3, which has a larger sample size of refugee households, was used. Findings drawn from this sample are only indicative, as the sampling strategy utilized to identify refugee households does not allow representativeness. In such cases where findings related to refugees are drawn from the snowballed refugee household sample, a footnote will remind the reader that these findings are only indicative.

Focus Group Discussions

Information reported by FGD participants are indicative, and do not aim to be generalized to the situation of the whole population group that FGD participants belong to.

Map 1: Location of the nine neighborhoods covered by the assessment in Kampala and number of interviews conducted in total



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

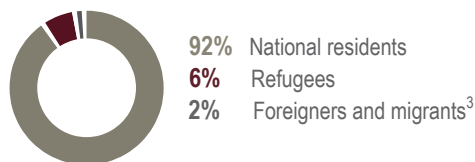
DEMOGRAPHICS

What are the key demographic characteristics of residents in the target neighborhoods?

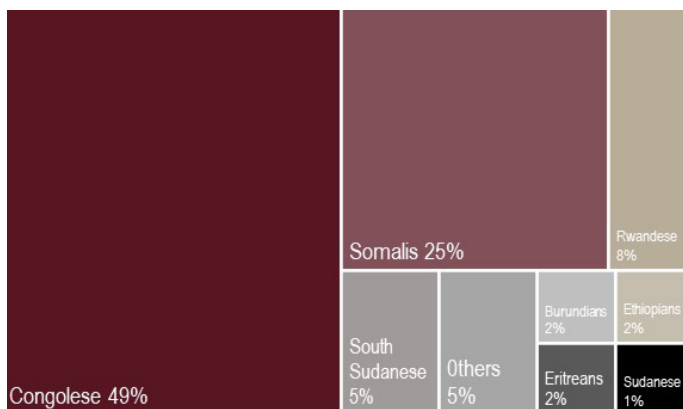
250,000 Estimated number of inhabitants in the nine neighborhoods¹
4.2 Average number of people per household
33% Of households are headed by a female.
18% Of respondents are living alone.

Households which reported earning 120,000 UGX per week² or below are more likely to be headed by a woman than households which reported an income above this amount. The same is true for Ugandan-headed households, compared to refugee-headed households.

Proportion of households by reported status:



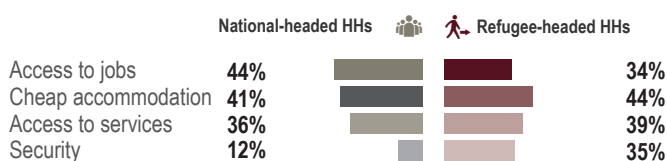
Distribution of refugees by nationality:



HOUSING, LAND AND PROPERTY

What motivates households to settle in Kampala's vulnerable neighborhoods?

Most common reasons reported by households for choosing to settle in the assessed neighborhoods:⁴



¹ Uganda National Bureau of Statistics, National Census, 2014

² 120,000 UGX corresponds to the median weekly income earned by households, as per the random household survey. It is equivalent to 32 USD. www.xe.com, as of 16th July 2018.

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.

What are the dynamics of supply and access to housing?

Housing conditions reported by households:

1.9 Average number of rooms per housing unit
74% Of households are tenants.
50% Of national tenants reported spending over **100,000 UGX monthly** for rent.
50% Of refugee tenants reported spending over **150,000 UGX monthly** for rent.
29% Of households reported housing was their largest expense.
10% Of households were willing to spend more on housing.⁵
72% 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:

Very safe **36%**
 Somewhat safe **39%**
 Quite unsafe **15%**
 Very unsafe **10%**

Criminality and poor housing conditions were the most commonly given reasons why respondents reported feeling unsafe in their accommodation.

19% of households considered that forced evictions are common. **14%** reported they have been directly threatened of eviction in the year prior to the assessment. **Failure to pay timely rents** was the main reason for eviction given by households, while community leaders reported that tenants affected by eviction **lack awareness of their tenancy rights**.

Which particular challenges do refugees face to access accommodation in the target neighborhoods?

95% of refugee-headed households rent their accommodation, and a minority of them reported being hosted by another family. They are a lot more likely than national-headed household to report hosting refugees, which is the case for **39%** of them, against **4%** of Ugandan-headed households. FGDs with all host communities and refugees from all nationalities indicated that refugees are usually charged more for rent than nationals, regardless of their nationality. These discussions illustrate the general belief nationals have that foreigners are wealthier than locals, which incentivize landlords to rent accommodation at a higher price. The household survey findings are concordant with this trend, as respectively **32%** and **44%** of refugee-headed households considered that their rent was above the average and reported that rent is their largest expense, against **17%** and **27%** of national-headed households. Most refugees who took part in the FGDs indicated that they did not stay in refugee settlements prior to their arrival in Kampala, to the exception of some participants coming from the Democratic Republic of the Congo or South Sudan, who reported that they made their way to Kampala after having faced difficult living conditions in the settlements. The presence of other refugees in a certain neighborhood is not a major motivation for refugees arriving in Kampala to choose where to settle, except Somalis. Indeed, findings from the refugee household survey indicated that Somali-headed households were more likely than other refugees to be willing to settle with other refugees from the same community.

⁴ Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

⁵ Households declaring they would prioritise expenses for housing 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.

ACCESS TO SERVICES

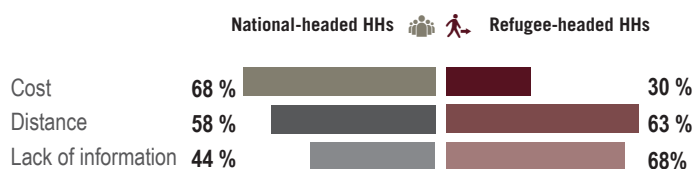
How do resident households perceive the accessibility and quality of basic services they commonly use?

Perception of quality and accessibility of basic services:

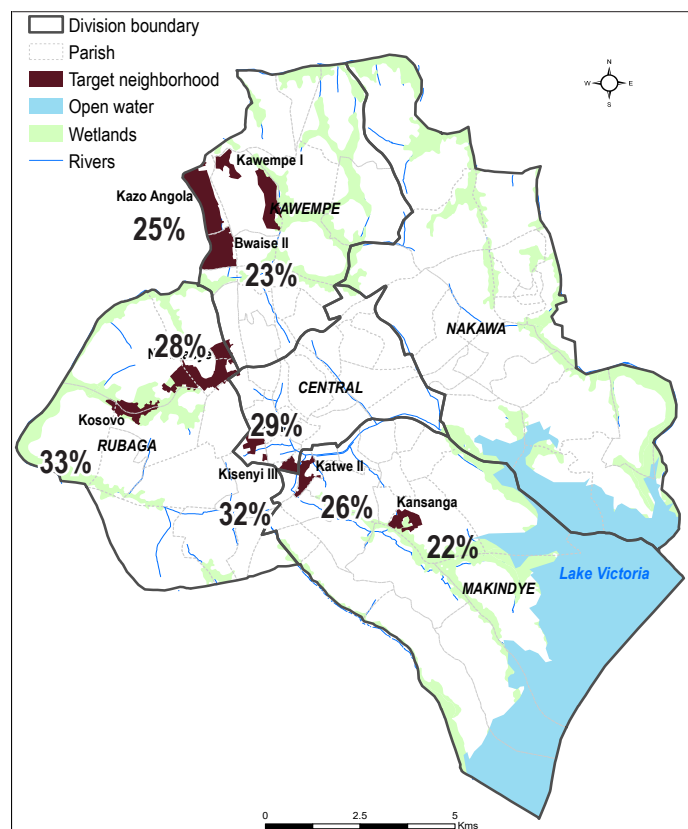


Households who were found to earn an income below the median one¹ and refugee-headed households are more likely to report difficulties accessing services than households who reported an income above the median or Ugandan-headed households. The same is true for refugee respondents² who reported not being formally registered as a refugee or who reported they do not feel part of the community as compared to others.

Most common barriers to service accessibility reported by households which reported access is difficult:²



Map 2: Proportion of households which reported that the quality of services is poor in their community, by target neighborhood



¹ 120,000 UGX corresponds to the median weekly income earned by households, as per the random household survey. It is equivalent to 32 USD. www.xe.com, as of 16th July 2018.

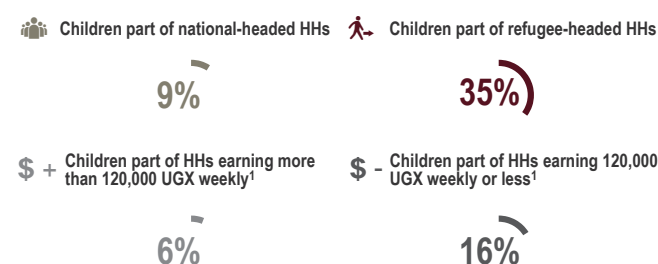
EDUCATION

What are the conditions of delivery and access to primary and secondary education services?

Major characteristics of the supply of education services:

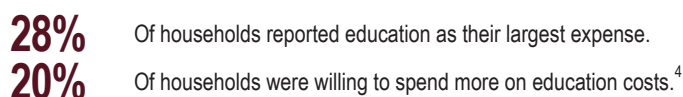
93% of the schools accessible to residents of the target neighborhoods and covered by the assessment are private or run by a religious organisation. According to community leaders interviewed during FGDs, the student:teacher ratio is much higher in public schools (**100:1**) than in private schools (**50:1**). Key Informants for education facilities reported that **lack of school materials** was the main challenge for schools, followed by **overcrowded classrooms**.

Proportion of school-aged children not attending school:



Overall, **12%** of school-aged children (7-17 years old) residing in the target neighborhoods were not attending school, as revealed by the random household survey. There is no major difference for school attendance between children part of female-headed households and male-headed households. Among refugee-headed households,³ **almost 60%** of children living with households which have been in Kampala for less than a year were not attending school. The proportion of refugee children not attending school is also slightly higher among households which reported not being formally registered as refugees (**44%**) than in households which reported having a refugee identification card (**37%**). School attendance also varies across nationalities of refugees surveyed. For example, children from refugee households headed by South-Sudanese were reportedly the most likely not to attend school (**58%**), followed by children from Somali-headed refugee households (**44%**), and children from Congolese-headed refugee households (**35%**).

Share of education expenses in household budget:



Ugandan-headed households are almost twice more likely to have reported education as their largest expense (**29%**) than refugee-headed households (**16%**). Overall, female-headed households reported a slightly bigger share of education expenses in their budget than their male-headed households counterpart. Inability to send children to school is mainly attributed to difficulties in paying school fees, as suggested by most FGD participants, regardless of their status or nationality.

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

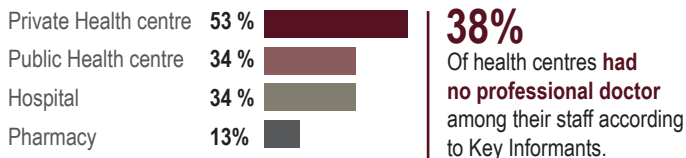
³ Among respondents who reported access to services is difficult. Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

⁴ Households declaring they would prioritise expenses for education 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.

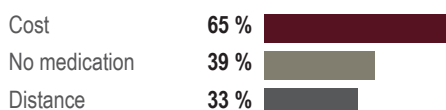
HEALTH

Do the health services available to residents meet their needs?

Most commonly used health care providers by households:¹



Most commonly reported issues in accessing health care for households:¹



FGDs with host communities, refugees and community leaders suggested that public health facilities are overcrowded, lack medication and qualified staff. In all target neighborhoods, the provision of more public health facilities has been emphasized as a key priority by community leaders. Villages Health Teams (VHT), managed by the Ministry of Health, are often reported as efficient providers of health-related information to communities. Nationals seem to have a greater access to such information than refugees, for whom lack of awareness remains a major issue.

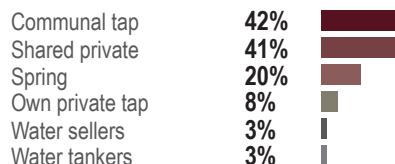
Importance of health expenses in household budget:

6% Of households were willing to spend more on health care.²

WATER AND SANITATION

Do the water and sanitation services available to residents meet their needs?

Primary drinking water sources used by households:¹

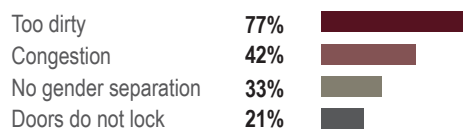


8% of households reported that the quality of these water sources is not good enough to drink. **68%** of communal taps were constructed directly by the community, according to water points Key Informants.

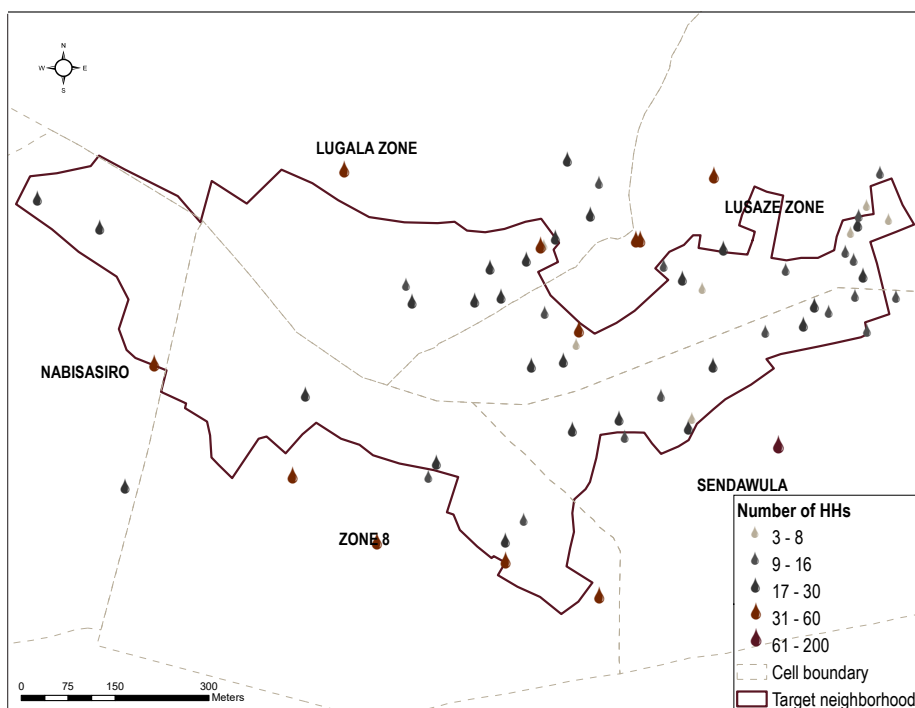
Access to sanitation reported by households:

75% Of households reported having no private access to toilets.
10 Average number of households sharing one toilet
29% Of households reported being dissatisfied with the quality of toilets.

Most common issues with sanitation reported by households:¹



Map 3: Location of communal water taps and reported number of households using them in the neighborhood of Kosovo



The map on the left illustrates the location of communal taps in the neighborhood of Kosovo and number of households reported to use them for drinking water, according to Key Informants for water points. This map illustrates this finding for a selected target neighborhood rather than for all of the surveyed neighborhoods, as this indicator is not suited for being represented on a single map covering neighborhoods that are geographically spread out across Kampala.

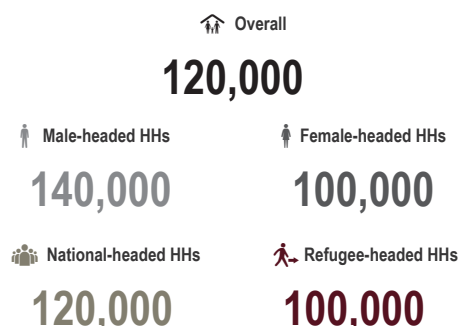
¹ Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

² Households declaring they would prioritise expenses for health 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.

\$ INCOME AND EXPENDITURE

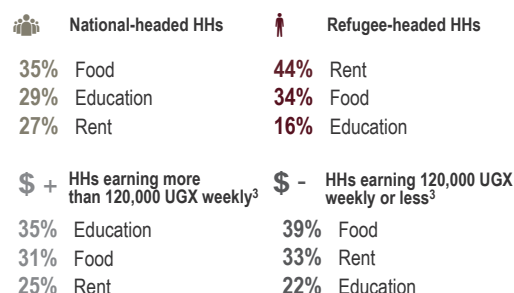
What are the main characteristics of households' budget?

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

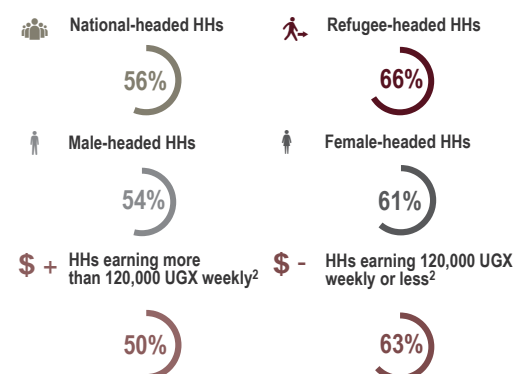


The refugee-only household survey² indicates that based on the median income of each nationality of refugee households, Congolese refugee-headed households were found to earn the lowest income, with half of them reporting earning below **90,000 UGX** per week, followed by South-Sudanese refugee-headed households with a median weekly income of **100,000 UGX**. On the other side of the spectrum, half of Ethiopian and Eritrean refugee-headed households reported earning more than **180,000 UGX**. According to the same survey, refugees who have settled in Kampala less than a year prior to the assessment tend to earn slightly less than those who have been there longer.

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



Proportion of households which reported they can not afford basic services:¹



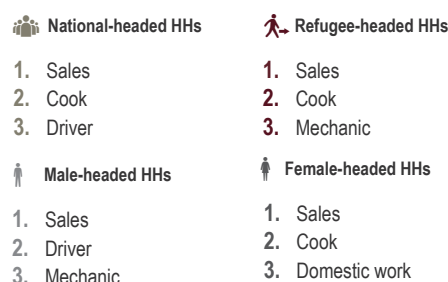
¹ In the month prior to the assessment

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

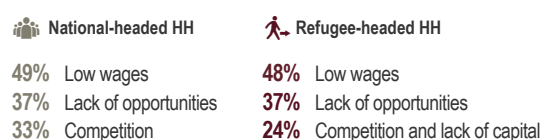
³ 120,000 UGX corresponds to the median weekly income earned by households, as per the random household survey. It is equivalent to 32 USD. www.xe.com, as of 16th July 2018.

How do households make their income?

Most common sources of income reported by households:¹

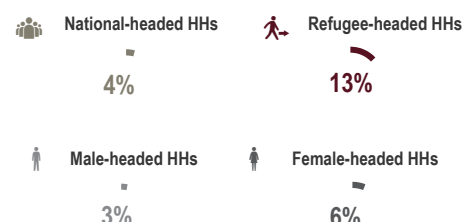


Most common barriers to work reported by households:¹



The household survey administered to refugees only² indicated that Congolese refugees are more likely than others to report **low wages** and **lack of opportunities** as major challenges to integrate into the job market, while Somali refugees are the most likely to report **language** barriers as a key concern to access work. The random household survey reveals that respondents with the lowest levels of education (primary or below) are more likely to report lack of opportunities than more educated respondents.

Proportion of households which reported earning no income:¹



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

92% of female-headed households reported resorting to at least one coping strategy due to economic difficulties, against **85%** of male-headed households. **96%** of refugee-headed households and **87%** of Ugandan-headed households reported this as well. Regarding income groups,³ **90%** of households who earn an income equal or below 120,000 UGX per week resort to coping strategies, against **84%** of others.

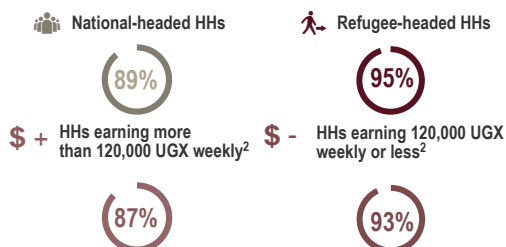
Most common coping strategies used by households:

Ugandan-headed households, regardless whether they are headed by a man or a woman, tend to report spending their savings as the main coping strategy (**48%**). Refugee-headed households were more likely to report resorting to help from relatives (**59%**), and reducing the quantity and quality of their meals (**39%**) than nationals (**25%**).

NGO ASSISTANCE

How can assistance contribute to households' living conditions?

Proportion of households reporting a need for assistance:



Preferred kinds of assistance reported by households:

National-headed HHs	Refugee-headed HHs
1. School fees	1. Rent
2. Food	2. Food
3. Rent	3. School fees
Male-headed HHs	Female-headed HHs
1. Rent	1. School fees
2. School fees	2. Food
3. Food	3. Rent

Direct cash assistance and a combination of cash and in-kind assistance are the preferred modes of support reported by resident households, regardless of their status, gender, or nationality.

To what extent is assistance already available to households residing in the target neighborhoods?

Proportion of households reporting they receive assistance from charities and Non Government Organisations (NGOs):

2% Of national-headed households
15% Of refugee-headed households, primarily in the form of food items.

Types of assistance received reported by survey participants:

Most of the assistance received by residents is provided through informal social networks, with **28%** of households declaring they received help from relatives. Female-headed households are more likely than male-headed households to receive such help. **Over a quarter** of refugee-headed households declare relying on help sent from other countries, while only **7%** of national-headed households reported receiving a similar kind of support. Only **20%** of refugee-headed households reported being in debt, compared to **a third** of Ugandan-headed households. Indeed, refugee-headed households have reportedly less access to formal credit mechanisms, relying more on relatives to borrow money than on banks. Only **10%** of them reported borrowing from financial institutions or saving groups, while **52%** of Ugandan-headed households reported borrowing money through such means. By comparison, refugee-headed households are **three times more likely** than national-headed households to borrow from relatives.

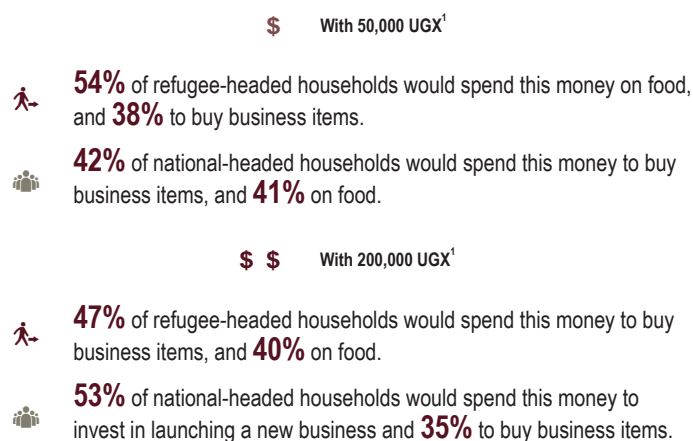
NGO PRIORITY NEEDS

What are residents priority needs and concerns?

Most common challenges faced by the whole community reported by households:

A **quarter** of respondents reported insecurity as the biggest challenge affecting communities residing in their target neighborhood. Although refugees tend more to mention the lack of economic opportunities (**27%**) than nationals, the lack of livelihood is a widespread concern affecting all population groups, reported by **21%** of respondents overall. Regarding access to public services, insufficient sanitation facilities is the most commonly reported issue (**12%**).

Most common expenditures that households would prioritize with an additional income:



What would community leaders prioritise to address the challenges faced by their community?

Priority areas of intervention identified by community leaders:

In all target neighborhoods, community leaders would prioritize interventions to improve the hygiene of the urban environment, suggesting to **upgrade the drainage system, enhance the quality and frequency of garbage collection, and upgrade secondary roads within the slums**. Installation of street lights is seen as a means to reduce insecurity and promote economic development. **Upscaling the quantity and quality of basic services** by constructing more public health centres and schools, as well as providing more qualified staff and supplies (medication, school material) has also been raised in all neighborhoods.

Most relevant stakeholders identified by community leaders:

KCCA was cited by community leaders as being the most relevant stakeholder to undertake the above-mentioned suggested interventions in their community. In most cases, they suggested to strengthen the collaboration between NGOs, community-based organisations and local leaders to deliver adequate assistance to residents.

¹ Respondents could give multiple answers to this question. Only the two most commonly reported choices for each population group is reported here.

² 50,000 UGX is equivalent to 13 USD, and 200,000 UGX is equivalent to 54 USD. www.xe.com, as of 16th July 2018.



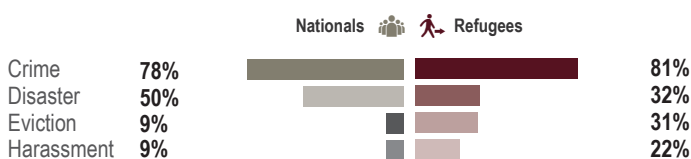
PROTECTION & SOCIAL COHESION

To what extent do residents feel safe in their community, depending on population groups?

Proportion of respondents who declared they feel safe:¹



Most common reasons why respondents reported feeling unsafe:^{1-2,3}



Are refugees well integrated within the host community?

Dynamics of social cohesion reported by respondents:¹



Dynamics of social cohesion reported by FGD participants:

Refugees reported being relatively well integrated within host communities, and emphasize that they generally have access to the same basic services. In particular, they reported education as an efficient means of integration for their children, while mentioning that not speaking the local language remains a barrier for integration for adults. Somalis were more likely than others to report being discriminated by locals, while all nationalities reported that refugees suffer from the general belief they are better-off than Ugandans.

¹ This indicator reflects the respondents' perception rather than this of the household they belong to. For this reason, this indicator relates to the gender or status of respondents, rather than the gender or status of the household head.

² Among the respondents who reported that they do not feel safe, or that access to legal entitlement or to formal justice mechanisms is difficult.

LEGAL ASSISTANCE

To what extent is access to legal assistance available to residents, depending on population groups?

Proportion of unregistered refugees:

20% of refugee respondents reported that they do not have a refugee identification card. The household survey administered to refugees only⁴ indicates that recently arrived refugee households are more likely than those who have been settled for more than 2 years to have reported not being formally registered, as well as female-headed households (**22%**) compared to male-headed households (**16%**). **More than half** of Burundians and Rwandese-headed households reported not having a refugee identification card, while the proportion drops to **below a quarter** for others.

Challenges to access legal entitlement reported by households:¹

43% of national respondents reported that obtaining official documents is difficult, while **36%**⁴ of refugee respondents shared this opinion.

Most common factors of difficulty to access legal entitlement reported by respondents:²⁻³



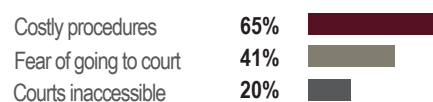
Proportion of households which reported knowing where to get legal assistance:¹

More than 9 out of 10 respondents reported that they know where to get legal aid. However, there is a **14 percentage points difference** between nationals and refugees, where refugee households are less likely than Ugandans to be aware of available legal assistance services. Among refugees,³ Somalis and South Sudanese are the least aware, and awareness tends to increase with the length of stay reported by refugee households.

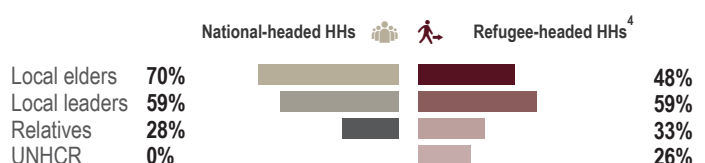
Challenges to access justice reported by respondents:¹

40% of national respondents reported that accessing justice is difficult, while **39%**⁴ of refugee respondents shared this opinion.

Most common factors of difficulty to access formal justice mechanisms reported by respondents:²⁻³



Most common interlocutors chosen by households who seek support to deal with a safety or legal issue:³



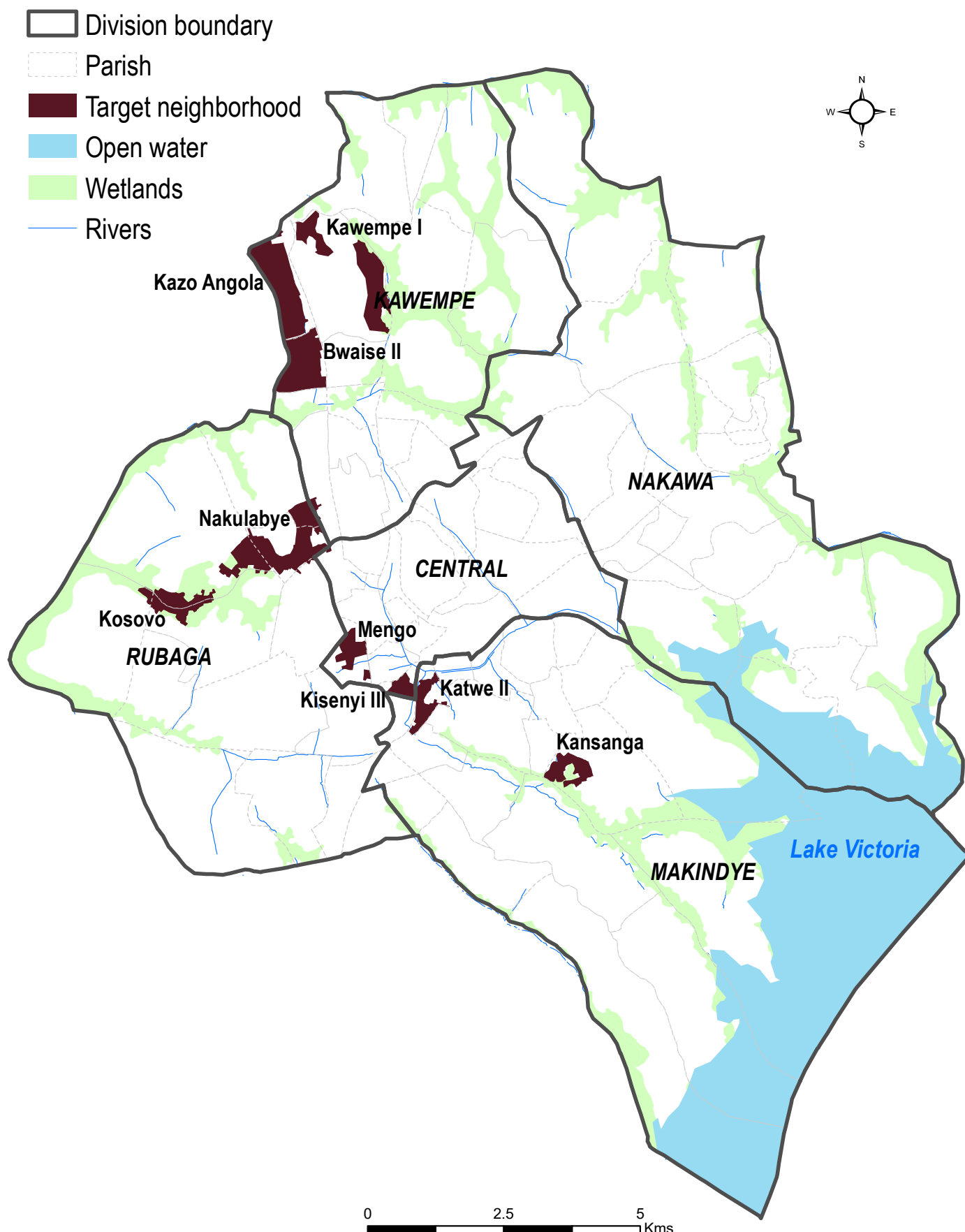
³ Respondents could give multiple answers to this question, therefore results exceed 100%

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

Map 4: Countries of origin of refugees who have settled in the target neighborhoods



Map 5: Location of the nine vulnerable neighborhoods covered by the assessment in Kampala



KAMPALA PROFILE

Urban community assessment Uganda - July 2018



Funded by
European Union
Civil Protection and
Humanitarian Aid



AGORA

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.



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.



NORWEGIAN
REFUGEE COUNCIL

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.