# Actors, service, and Infrastructure mapping in Dadaab refugee complex

Presentation of Key Preliminary Findings.
(May 2022)
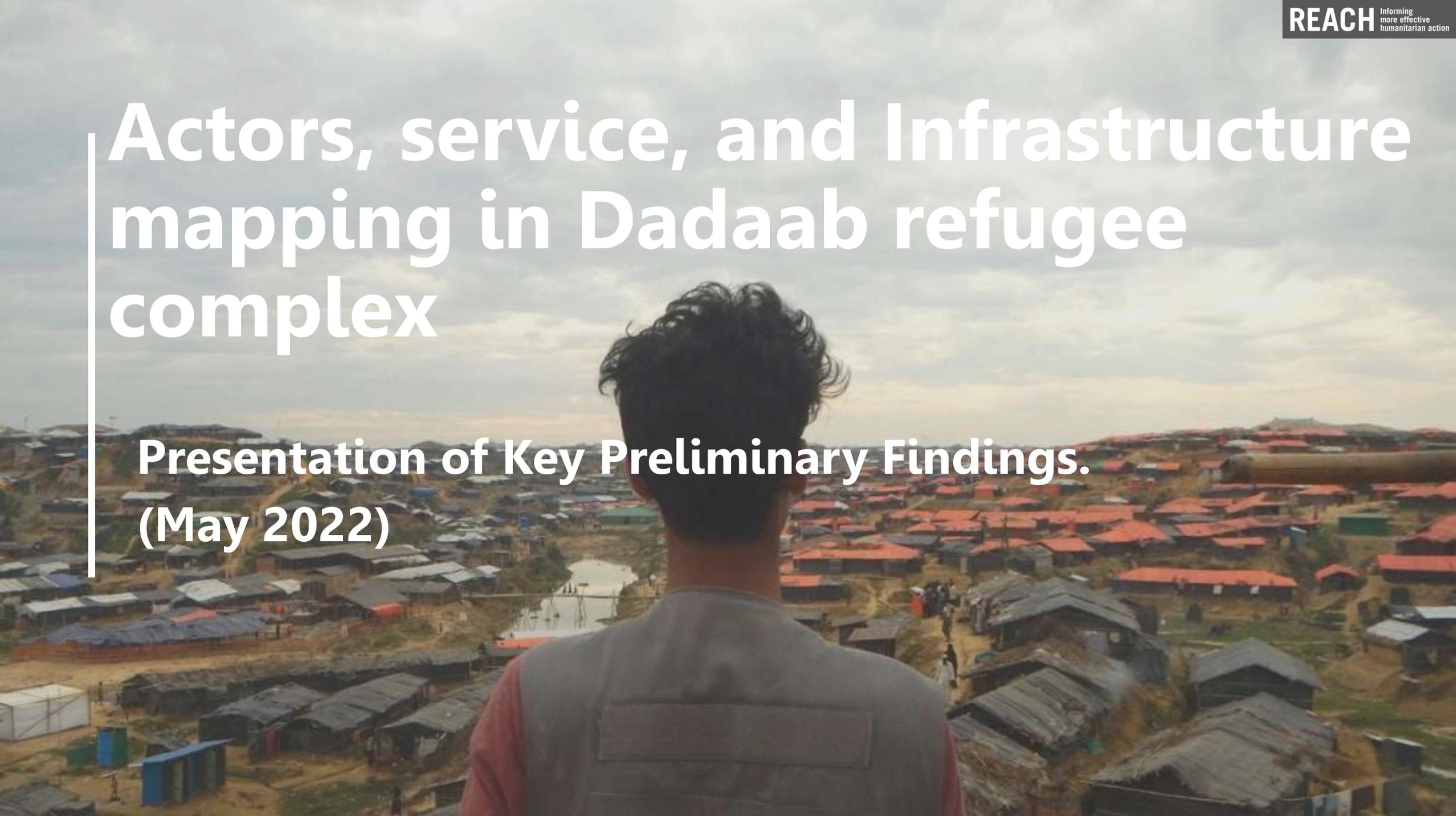
Objectives

General Objective

- Understand key infrastructures and services offered by different agencies in Dadaab Refugee Camps in order to support the identification of available facilities and key service gaps.

Specific objective

➢ Understand the functionality and conditions of key infrastructures in the Dadaab refugee camps.

➢ Understand the services offered in the key infrastructures including those services that are not available in physical infrastructures.

➢ Identify and provide up-to-date data on the implementing actors' activities, their location, and the services provided to refugees in Dadaab refugee camps.

➢ Support operational planning by humanitarian actors by identifying gaps in service delivery coverage.
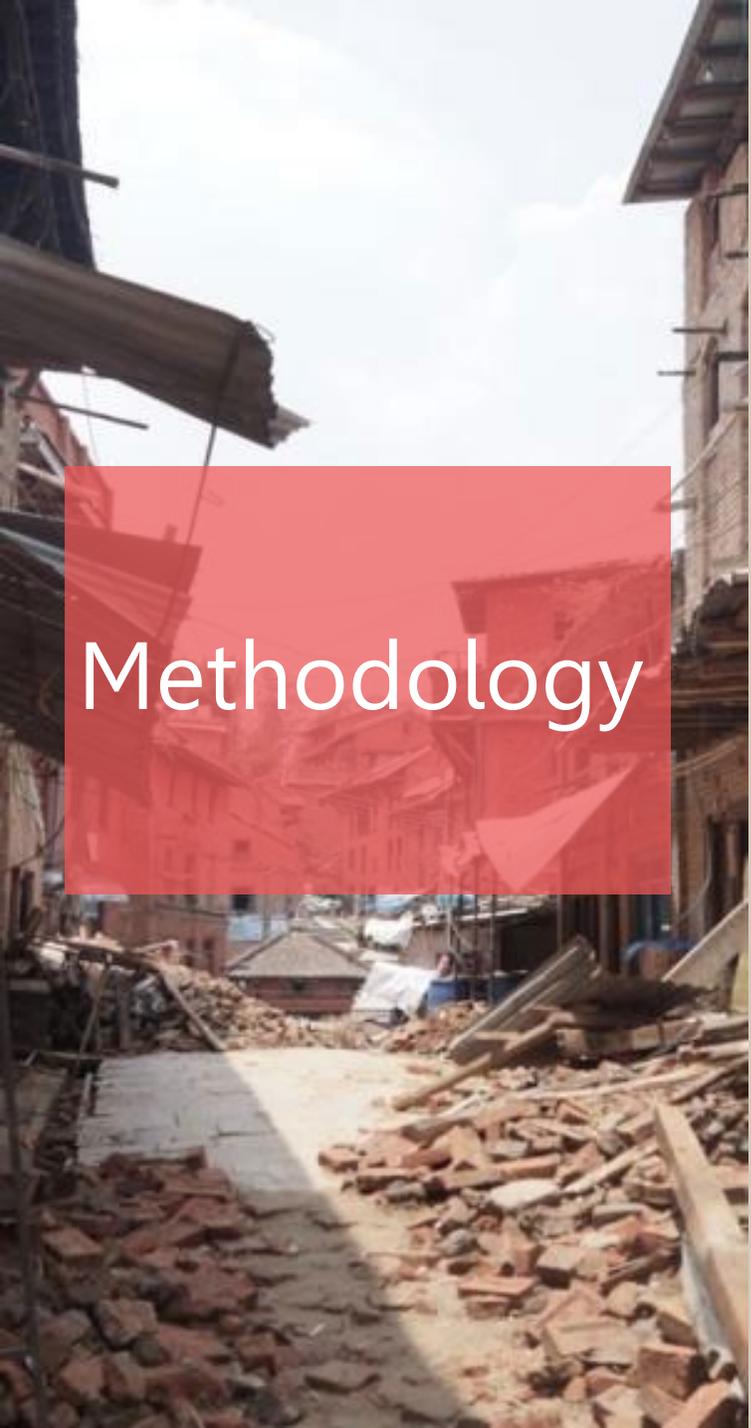
Methodology

Quantitative method

- 1307 Key informant interviews (KIIs) at the infrastructures.

- 24 KIIs with humanitarian actors.

- Observation.

- GPS (coordinates) recording.

Qualitative method

- 6 Focus group discussions (FGDs).

- ❖ Data collection dates:

May 2022

Limitations

- ➢ Some indicators have been under or over-reported due to the subjectivity and perception of the respondents.

- ➢ Results referring to a subset of the total population may have a larger margin of error, which may lead to a lower level of precision. This is could be the case for administrative centers and markets.

- ➢ Since data was collected during the holy month of Ramadhan, some respondents might have been fatigued or disoriented in responding to questions.

- ❖ Findings should be considered indicative of, rather than generalizable to the humanitarian situation in the assessed sites.

- ❖ Findings are aggregated at the camp level.

Dadaab refugee complex

- ➢ Hagadera refugee camp
- ➢ Dagahaley refugee camp
- ➢ Ifo refugee camp

Assessment coverage

Dadaab location map
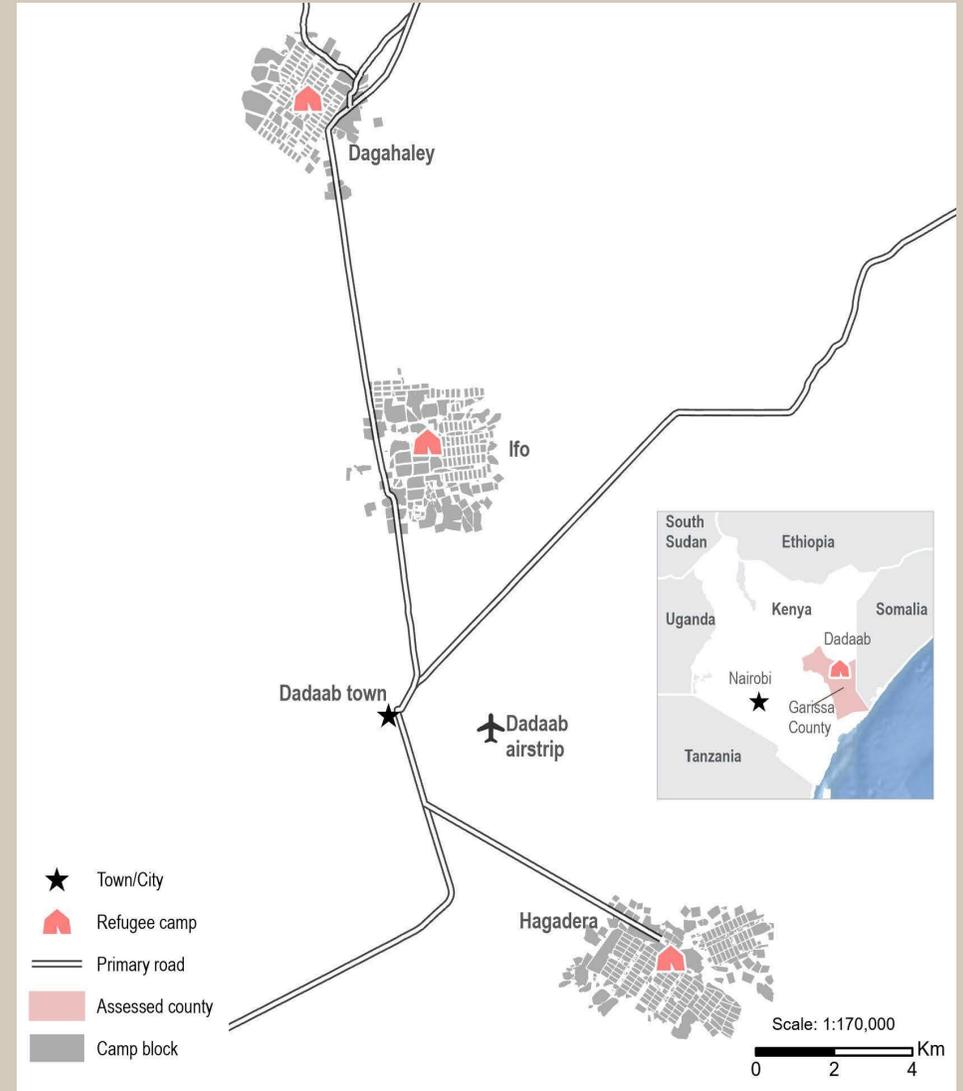
★	Town/City
🏠	Refugee camp
═	Primary road
🟥	Assessed county
⬛	Camp block

Scale: 1:170,000

Km
0   2   4

IMPACT
Shaping practices
Influencing policies
Impacting lives
REACH PANDA AGORA

Key
Preliminary
Findings

🏥 Health

Number of health facilities per camp

	Dagahaley	Ifo	Hagadera	Total
Dispensaries	1	6	0	7
Pharmacies	20	15	0	35
Hospitals	4	5	5	14
Medical clinics	3	2	6	11
Total	**28**	**28**	**11**	**67**

- Of the total health facilities assessed, 4 dispensaries, 1 hospital, and 1 medical clinic were closed, at the time of data collection.

- The majority (86%) of hospitals and dispensaries are managed by NGOs.

- Individuals commonly managed pharmacies and medical clinics, as reported by 94% and 73% of KIs respectively.

- Overall, the majority of KIs reported that community members **were charged to access some health services**, particularly in pharmacies (100%), medical clinics (89%), dispensaries (67%), and hospitals (23%).

- **Most frequently cited services charged in hospitals, reported by 23% (n=14) of KIs:**
  - **Pediatric services**
  - **Inpatient and outpatient services**
  - **Nutrition services**
  - **Pharmacy**

Health facilities

Health facilities

- Most frequently cited services charged in dispensaries, reported by 67% (n=7) of KIs:
  - Nutrition services (100%)
  - Inpatient and outpatient services (50%)

- Most frequently cited services charged in medical clinics, reported by 89% (n=11) of KIs:
  - Nutrition services (100%)
  - Inpatient and outpatient services (50%)

- Most frequently cited documents that community members needed to access health services, as reported by 11% of KIs (n=67), were:
  - Alien cards
  - Proofsheet

48%
- Of KIs (n=67), reported having a supply of water. Among these, 97% reported having tap stands. Furthermore, **all hospitals** and **dispensaries** reportedly had a supply of water.

55%
- Of KIs (n=67) reported that health care facilities had lockable, damage-free, and clean toilets. Furthermore, **all hospitals** and **dispensaries** reportedly had usable latrines.
- Among the latrines that were found to be usable, 70% and 91% **were not separated by gender or adapted for persons with disabilities.**

95%
- Of KIs (n=67), reported having a supply of power. Among these, 54%, 35%, and 11% of health facilities used **generators, solar,** and **Kenya power electricity source**, respectively.

Health facilities

Gaps in health care services, as identified by participants in FGDs.

- The commonly reported challenges in accessing health facilities during FGDs were **lack of medicines** and **lack of cancer treatment services** in 5 and 3 out of 6 FGDs respectively.

- Other health care services that participants in at least one FGD identified to be unavailable were: **dental services, emergency ambulance services** and provision of **birth certificates for children**, **medical scans and x-ray services, theatre services, specialized treatments for heart problems**, and specialized treatments for diabetes and liver problems.

Barriers to accessing health care, as identified by participants in FGDs.

- Participants in 4 FGDs commonly identified **a lack of documentation among community members** and **a lack of a means of transport for persons with disabilities** as barriers to accessing health care within the camps.

- Participants in 3 FGDs identified **a lack of financial support for persons with disabilities** as a barrier to accessing health care.

- Other barriers identified by participants in at least 1 FGD were: **Minority persons and abandoned children's fear of being victimized** if they go to seek health services, **the language barrier** between community members and **health workers, health workers disrespecting community members,** the long-distance to the health centers and the **lack of referral services in some health facilities.**

🏫 Education

Number of education facilities per camp

Education level	Hagadera	Dagahaley	Ifo	Total
Islamic schools	84	85	19	**188**
Primary schools	30	16	15	**61**
Secondary schools	12	7	6	**25**
ABE[1] centers	3	4	3	**10**
Vocational centers	3	3	1	**7**
ECD[2] centers	6	2	8	**16**
ALP[3] centers	3	2	1	**6**
Colleges	1	0	0	**1**
Library	0	1	0	**1**

- 86% of Islamic schools (n=188) are reportedly managed by individuals.

- Half (50%) of primary schools (n=61) are reportedly managed by individuals from the refugee community. Forty-four percent (44%) are reportedly managed by NGOs and 2% by CBOs.

- Seventeen (17) of the 25 secondary schools were found to be run by individuals and 6 were reportedly managed by NGOs.

- Thirty-four percent (34%, n=188) of KIs reported that it was a requirement for students to **possess identification documents to be admitted to education facilities**. Proofsheets and manifests were the most commonly reported identification documents (89%), among facilities that required identification documents.

1. Alternative basic education
2. Early childhood development
3. Adult education program

Education facilities

Education facilities

- All education facilities were found to commonly charge tuition fees. In addition, all education facilities except ALP[3] centers charged **admission** and **examination fees**.

- Findings suggest that more boys (394) than girls (326), on average, **were enrolled in primary schools.**

- On average, **more than four times the number of girls** (50**) dropped out of primary schools than** boys (12).

- ECD[2] centers had the highest **teacher-to-pupil ratio** (71). In addition, primary schools (42) had a higher teacher-to-student ratio than secondary schools (37).

- On average, 11% (n=188) of education facilities had **meal programmes**, **commonly providing one meal per day.**

- Meal programmes were commonly reported in ECD[3] centers (60%), vocational training centers, (43%), ABE[1] centers (40%), and primary schools (39%).

69%
- Of KIs (n=188), reported having **a supply of water**. Among these, 98% reported having tap stands.

71%
- Of KIs (n=188) reported that education facilities **had lockable, damage-free, and clean toilets.**
- Among the latrines that were found to be usable, 92% were % **were separated by gender.** Furthermore, 79% **were not adapted for persons with disabilities.**

47%
- Of KIs (n=188), reported having a supply of power. Among these, 55% and 52% of KIs in education facilities reported that the facilities used **generators and solar** respectively.

1. Alternative basic education
2. Early childhood development
3. Adult education program

Education facilities

Gaps in education facilities, as identified by participants in FGDs.

- Participants in all FGDs identified a **shortage of teachers and classrooms** in the educational facilities that learners commonly attended.

- Participants in 5 and 4 FGDs reported that **learners lacked textbooks** and **exercise books** respectively. Other services that participants in at least 1 FGD identified to be lacking were: **inadequate desks and latrines for learners** in the commonly visited facilities.

Barriers to accessing education services, as identified by participants in FGDs.

- In 5 out of 6 FGDs, participants commonly identified **a lack of financial support for community members to buy books, school uniforms**, and **other school items like bags for learners** as a barrier to accessing education in the camps.

- **Inadequate classrooms** due to the increasing population of learners and the long distance to school were identified as barriers to accessing education by participants in 4 and 3 FGDs respectively.

Markets

Number of markets per camp

	Dagahaley	Ifo	Hagadera	Total
All markets	8	8	3	**19**
Mixed markets	1	2	0	**3**
Livestock market	2	1	0	**3**
Main market	0	1	1	**3**
Food market	2	4	0	**6**
Non-food market	3	0	2	**5**

Commonly reported service gaps, by participants in FGDs

o **Tailoring machines.**
o **Commercial food and fruits .**
o **Camels and cows in livestock markets.**
o **Motor vehicles, camel meat, fish, and bicycles.**

Commonly reported barriers to access markets, by participants in FGDs

o **Persons with disabilities were commonly reported to be lacking mobility devices and financial support.**
o **Poor roads.**
o **Long distances to the markets.**
o **A lack of documentation.**

▪ All community leader KIs reported that traders commonly used portable torches, lanterns, or paraffin when power is disconnected in the food and non-food markets.

▪ Generators were found to be the common source of power in markets, as reported by over half of KIs in the food, non-food, livestock, and main markets.

63% ▪ Of KIs (n=19), reported having a supply of water. **All KIs reported having tap stands in the markets.**

53% ▪ Of KIs (n=19) reported that markets had lockable, damage-free, and clean toilets. Among the latrines identified as usable, 89% were neither **separated by gender** nor **adapted for persons with disabilities.**

47% ▪ Of KIs (n=19), reported having a supply of power. Among these, 80% and 20% of KIs reported markets having generator or solar power respectively

Markets

Financial facilities

Number of financial facilities per camp

	Dagahaley	Ifo	Hagadera	Total
All	114	93	78	**285**
Mobile money agents	104	87	72	**263**
Banking agents	3	2	2	7
SACCOs[1]	0	0	1	1
Banks	2	4	1	7
Insurance companies	2	0	0	**2**

Top reported services offered in functional financial facilities, as reported by KIs (n=285)

Cash withdrawal ████████ 98%

Cash deposit ██████ 92%
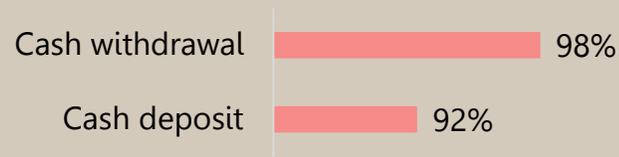
- The commonly reported identification documents that community members needed to access financial services were **alien cards** (96%) and **Kenyan Identification cards** (94%).

1. Savings and Credit Co-operative

Barriers to accessing financial services, as reported by FGDs.

- **Lack of proper documentation (**4/6 FGDs)

- **Lack of information** on how to access financial institutions (3 FGDs).

- Other barriers reported by participants in at least 1 FGD were: **Illiteracy, language barriers, lack of transport to access services, services not being available all the time, and a long distance to accessing services.**

Financial products/services unavailable in the financial facilities, as cited by FGD participants.

- **Few loan products** (6/6 FGDs)

- **Mobile money transaction statements. (MPESA statements)** (5/6 FGDs)

- **Limited amount of cash that could be withdrawn** (5/6 FGDs)

Financial facilities

🚰 Water

Number of water points per camp

	Dagahaley	Ifo	Hagadera	**Total**
Tap stands	363	221	198	**782**
Water storage tanks	14	10	9	**33**
Boreholes	10	10	10	**30**
Water kiosks	0	0	1	**1**
Total	**387**	**241**	**218**	**846**
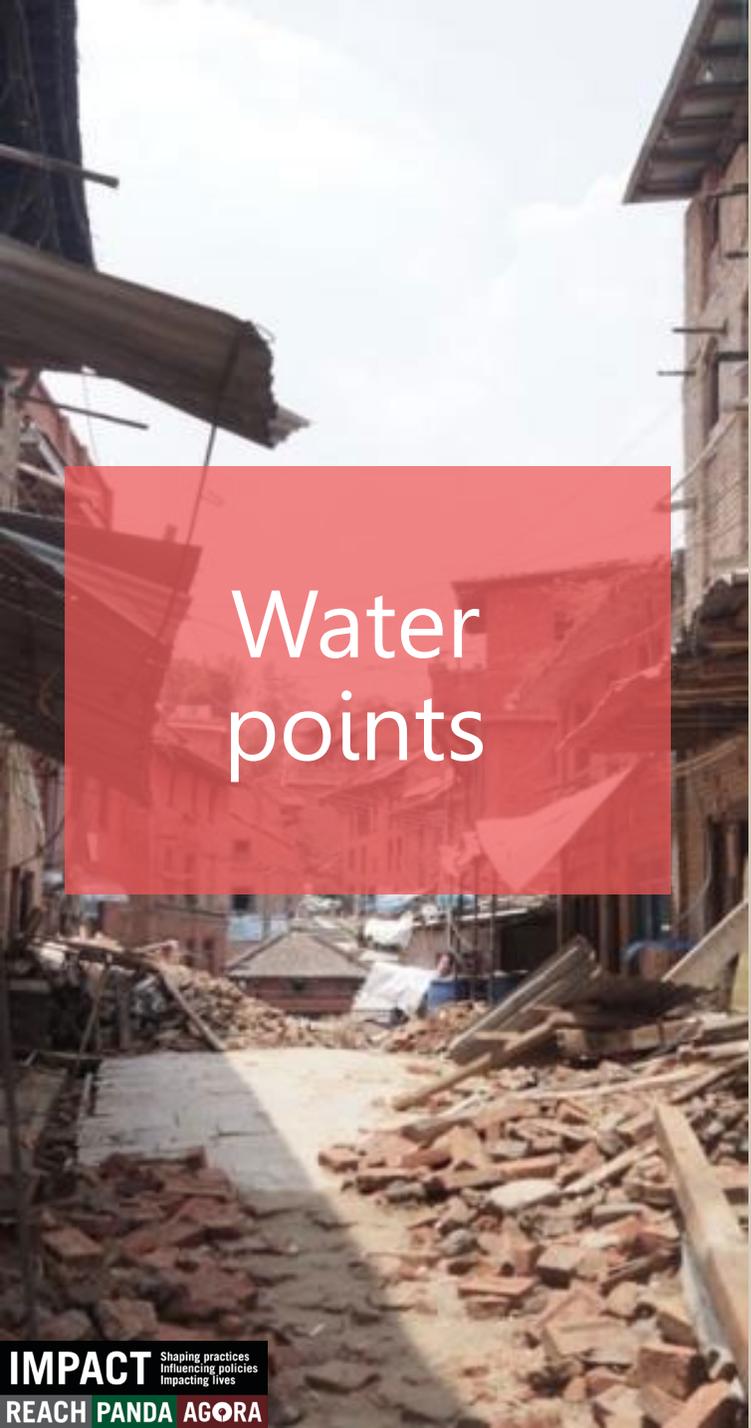
- Almost all (98%) of KIs reported that water points **were functional and with water that was safe for drinking** at the time of data collection.

- The majority (90%) of KIs reported that water points are managed by NGOs.

- Findings suggest that community members were required to **have membership cards, to access water at some boreholes** and water tanks, as reported by 13% of KIs.

Challenges in water supply, as reported participants in FGDs

- Lack of fuel for pump (6/6 FGDs)
- Boreholes breaking down (3/6 FGDs)
- Misuse of some water points (2/6 FGDs)
- Broken pipes (2/6 FGDs)
- Inadequate solar power (2/6 FGDs)

Coping mechanisms when community members encounter water shortages, as reported by participants in FGDs

- Report to community leaders (6/6 FGDs)
- Use helplines to report to NGO offices (4/6 FGDs)
- Requested for water trucks from NGOs (2/6 FGDs)
- Asked for water from their neighbors (2/6 FGDs)
- Held demonstrations (2/6 FGDs)

Administrative services

Number of administrative offices per camp

	Hagadera	Ifo	Dagahaley	Total
Youth office	1	0	1	2
Police station	2	3	0	5
County government office	1	0	0	1
Kadhis office	1	0	0	1
DRS[1]	1	0	0	1
Police post	0	0	1	1
Total	**6**	**3**	**2**	**11**

- **Crime reporting** at police stations, **refugee protection services**, **and business registration services** at youth centers were reportedly charged.

- **Half of the assessed KIs** reported that community members required **identification documents** to access services at some administrative offices.

- **Alien cards** were the commonly reported identification documents required to access services at police stations, youth offices and the Department of refugee affairs, reported by all KIs.

1. Department of refugee affairs

Key service gaps, as reported by participants in FGDs

- Registration services to acquire certain documentation (traveling documents) were commonly reported to be unavailable.

- Insurance and birth certificate services were reportedly unavailable.

Barriers to accessing administrative services

- A lack of transport means for persons with disabilities was commonly cited by participants (4 FGDs).

- Community members are unable to raise charges for some of the administrative services (1 FGD).

- Fear of being attacked or stigmatized among minority groups (1 FGD).

- Barriers in communication and some offices are always closed or no staff is available to offer services (1 FGD).

Administrative facilities

Community facilities

Community services

Number of community facilities per camp

	Dagahaley	Hagadera	Ifo	Total
Playing grounds	6	2	7	15
Safe havens	0	1	1	2
Social halls	1	4	0	5
Girls friendly spaces	0	1	0	1
Transit centers	2	0	1	3
Child friendly spaces	1	1	0	2
Help desks	0	1	2	3
Public library	0	1	0	1
CCCM[1] centers	4	0	0	4
Counselling centers	1	0	1	2
ICT[2] centers	5	1	0	6
Total	**23**	**14**	**12**	**49**

- Community members were required to produce **alien cards** or **proofsheets** to access services at safe havens, and social halls, as reported by all KIs.

- Community centers offering livelihood skills training and some playing grounds **charged members to access services**, as reported by 33% and 18% of KIs respectively.

- The common fees charged were **tuition fees** in livelihood skills training centers and **entrance fees** in playing grounds.

1. Camp coordination and camp management
2. Information and communications technology

Community facilities

55% — Of KIs (n=49) reported having a supply of water in the community facilities. **All KIs reported having tap stands in the markets.**

55% — Of KIs (n=49) reported that community facilities had lockable, damage-free, and clean toilets. Among the latrines identified as usable, 47% were neither **separated by gender** and 77% were **not adapted for persons with disabilities.**

60% — Of KIs (n=49) at community facilities reported having a supply of power. Among these, 77% and 23% of KIs in education facilities reported that the facilities used **generators and solar** respectively.

Barriers to accessing community services

- Fear of stigmatization among minority groups (3/6 FDGs)
- Long distance to protection (3/6 FDGs)
- Lack of transport and supportive devices for persons with disabilities (3/6 FDGs)
- Hunger (1/6 FDGs)
- Parents restricting their children to go out and play (1/6 FDGs)
- Lack of information about available recreation facilities and protection services (1/6 FDGs)
- Unavailability of parental care for children and shortage of caregivers (1/6 FDGs)
- Inadequate clothing for children in protection centers (1/6 FDGs)
- Language barrier between community members and Aid workers (1/6 FDGs)

Conclusion

- Findings suggest that community members in Dadaab refugee camps **are charged to access some services** in health facilities, education facilities, administrative offices, and services offered in community facilities. These charges seem to be barriers to accessing essential services, particularly among persons with disabilities.

- From the findings, it emerges that community members were required to provide proofsheets or alien cards to access some services**. Lack of documentation was identified as a barrier to accessing essential services** like mobile money services, administrative services, healthcare, education, and protection services.

- **A lack of financial support** also was identified as a common barrier to accessing services in education facilities and healthcare services.

- Key informants cited **language as a barrier to some community members** who sought healthcare, administrative and community services.

- Findings indicate that some community **members lacked means of transport to access certain essential services** in the camp. Persons with disabilities were commonly identified to be significantly affected by mobility barriers.

- Overall, most facilities found in the camps have a supply of water**, commonly tap stands.** Shortages in the water supply at most water points were identified to be caused by a lack of fuel to pump water.

- Most of the facilities **were found to have clean, lockable, and damage-free latrines**. However, a higher number of latrines identified as usable **were neither separated by gender nor adapted for persons with disabilities.**

- It was found that most facilities in the camps had a power supply, the majority being **generators** and **solar power**.

Thank you for your attention

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