

# 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



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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,<sup>1</sup> allowing freedom of movement and the right to work to over 1.4 million refugees settled within its boundaries.<sup>2</sup>

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,<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 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,<sup>5</sup> 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%.<sup>3</sup> 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.

<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, 2018

<sup>5</sup> 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) interviews<sup>1</sup> 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.

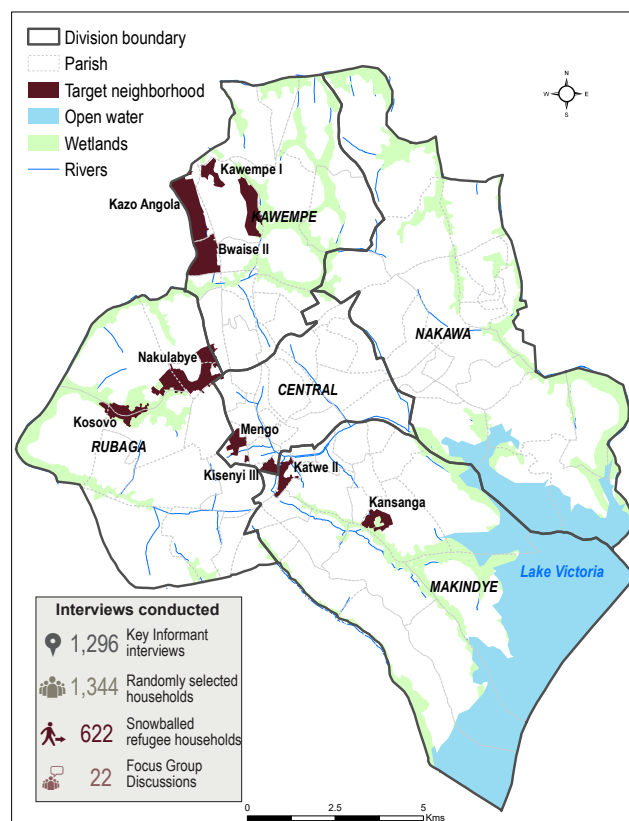
### Household surveys

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



<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.



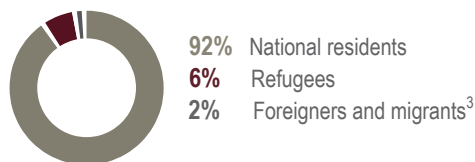
## DEMOGRAPHICS

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

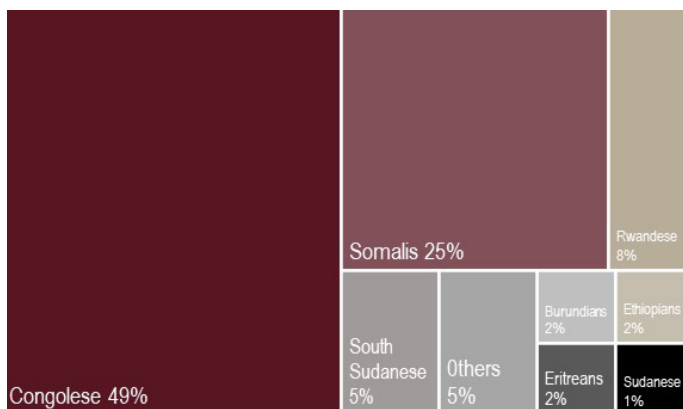
**250,000** Estimated number of inhabitants in the nine neighborhoods<sup>1</sup>  
**4.2** Average number of people per household  
**33%** Of households are headed by a female.  
**18%** Of respondents are living alone.

Households which reported earning 120,000 UGX per week<sup>2</sup> 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:



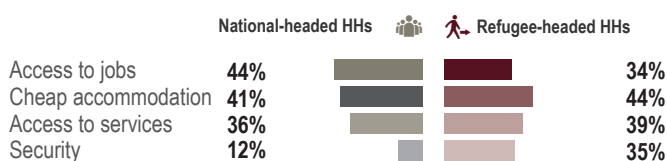
### Distribution of refugees by nationality:



## 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:<sup>4</sup>



<sup>1</sup> Uganda National Bureau of Statistics, National Census, 2014

<sup>2</sup> 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](http://www.xe.com), as of 16th July 2018.

<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 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.<sup>5</sup>  
**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.

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

<sup>5</sup> 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](http://www.xe.com), as of 16th July 2018.



## ACCESS TO SERVICES

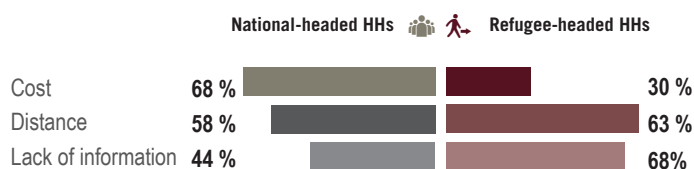
How do resident households perceive the accessibility and quality of basic services they commonly use?

### Perception of quality and accessibility of basic services:

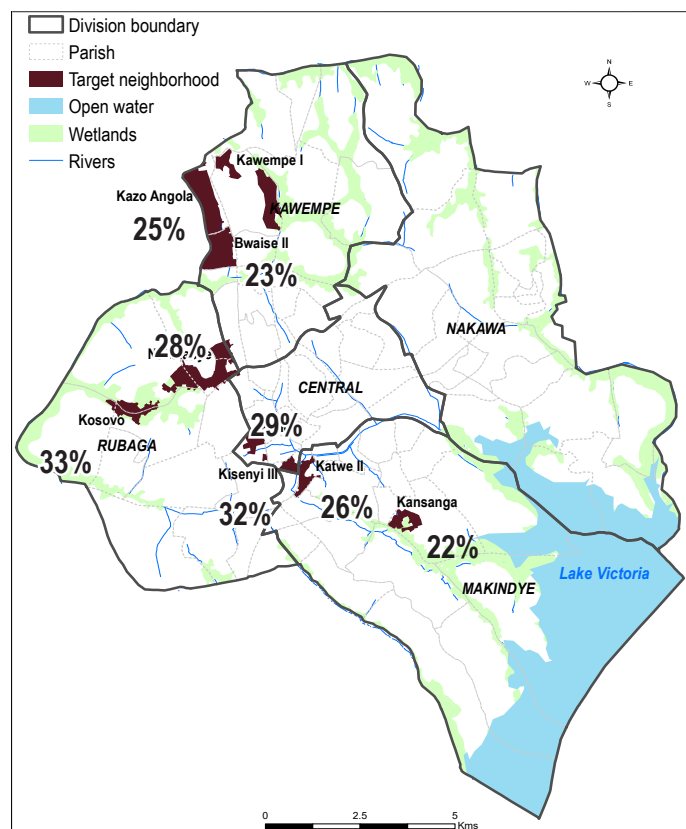


Households who were found to earn an income below the median one<sup>1</sup> and refugee-headed households are more likely to report difficulties accessing services than households who reported an income above the median or Ugandan-headed households. The same is true for refugee respondents<sup>2</sup> 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:<sup>2</sup>



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



<sup>1</sup> 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](http://www.xe.com), as of 16th July 2018.

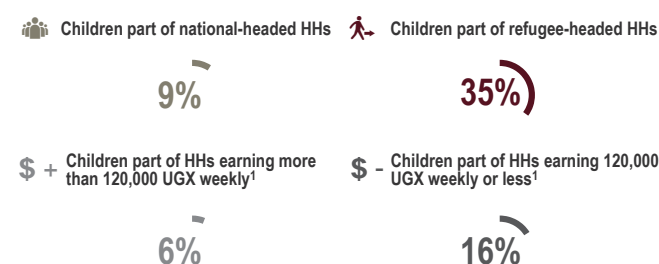
## EDUCATION

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

### Major characteristics of the supply of education services:

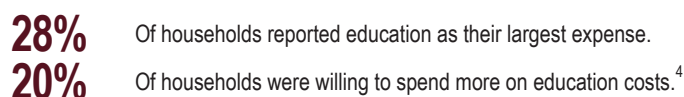
**93%** of the schools accessible to residents of the target neighborhoods and covered by the assessment are private or run by a religious organisation. According to community leaders interviewed during FGDs, the student:teacher ratio is much higher in public schools (**100:1**) than in private schools (**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,<sup>3</sup> **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.

<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.

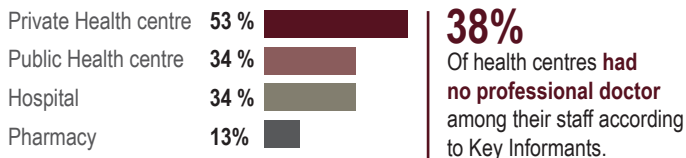
<sup>3</sup> Among respondents who reported access to services is difficult. Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

<sup>4</sup> 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](http://www.xe.com), as of 16th July 2018.

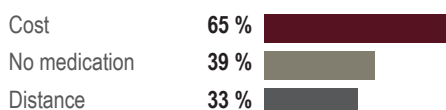
## HEALTH

Do the health services available to residents meet their needs?

### Most commonly used health care providers by households:<sup>1</sup>



### Most commonly reported issues in accessing health care for households:<sup>1</sup>



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.

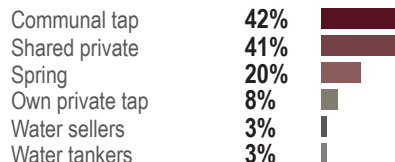
### Importance of health expenses in household budget:

**6%** Of households were willing to spend more on health care.<sup>2</sup>

## WATER AND SANITATION

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

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

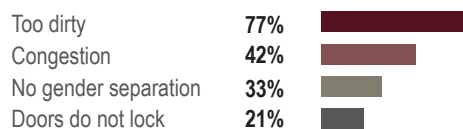


**8%** of households reported that the quality of these water sources is not good enough to drink. **68%** of communal taps were constructed directly by the community, according to water points Key Informants.

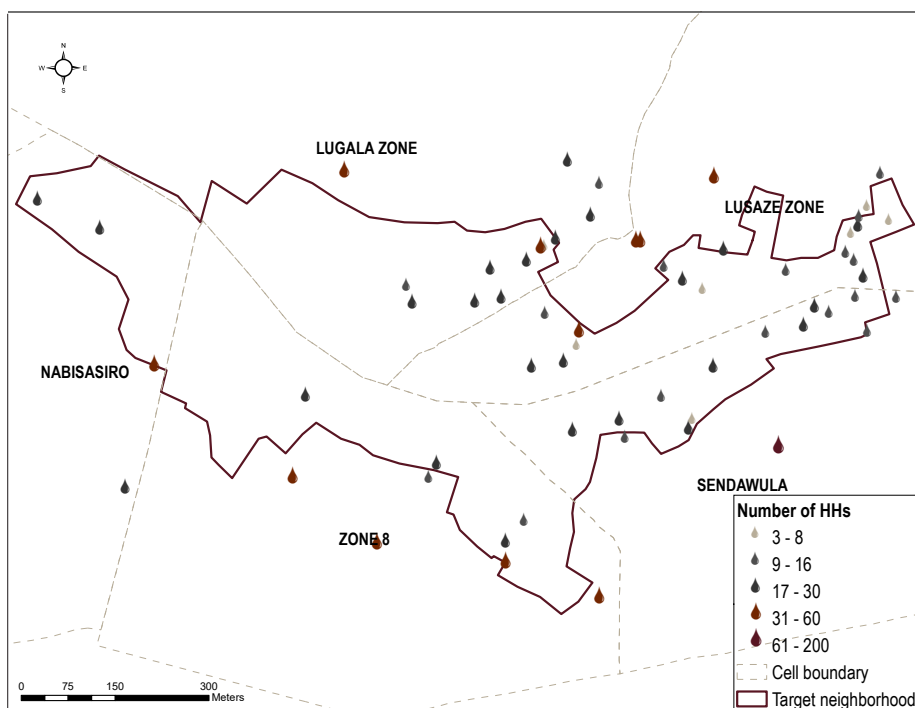
### Access to sanitation reported by households:

**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:<sup>1</sup>



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.

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

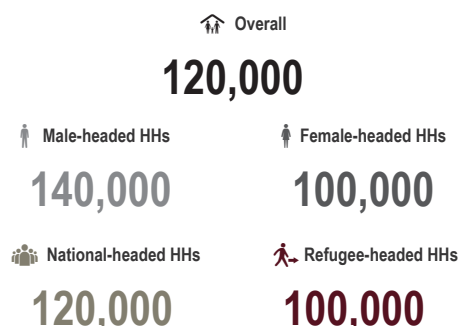
<sup>2</sup> Households declaring they would prioritise expenses for health if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. [www.xe.com](http://www.xe.com), as of 16th July 2018.



## \$ INCOME AND EXPENDITURE

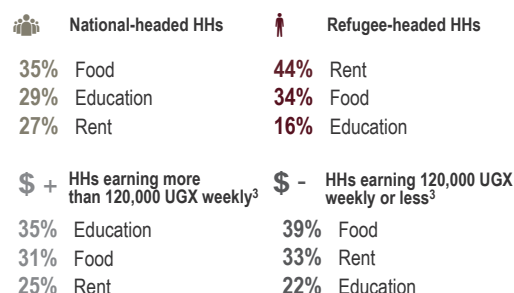
What are the main characteristics of households' budget?

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

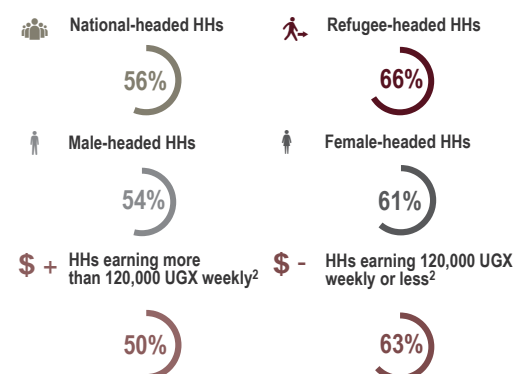


The refugee-only household survey<sup>2</sup> indicates that based on the median income of each nationality of refugee households, Congolese refugee-headed households were found to earn the lowest income, with half of them reporting earning below **90,000 UGX** per week, followed by South-Sudanese refugee-headed 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:<sup>1</sup>



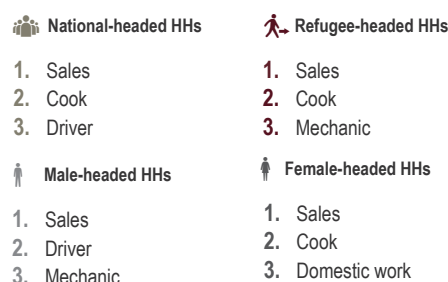
<sup>1</sup> In the month prior to the assessment

<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.

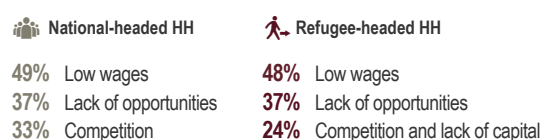
<sup>3</sup> 120,000 UGX corresponds to the median weekly income earned by households, as per the random household survey. It is equivalent to 32 USD. [www.xe.com](http://www.xe.com), as of 16th July 2018.

How do households make their income?

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

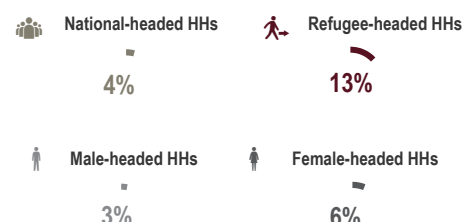


Most common barriers to work reported by households:<sup>1</sup>



The household survey administered to refugees only<sup>2</sup> 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:<sup>1</sup>



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,<sup>3</sup> **90%** of households who earn an income equal or below 120,000 UGX per week resort to coping strategies, against **84%** of others.

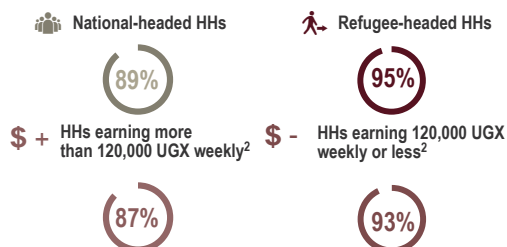
Most common coping strategies used by households:

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.

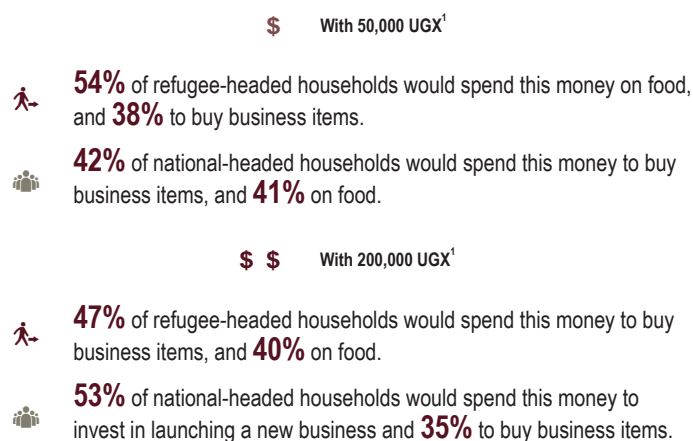
## NGO PRIORITY NEEDS

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.





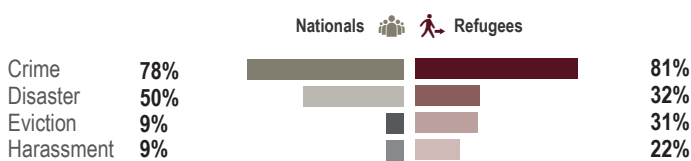
## PROTECTION & SOCIAL COHESION

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

### Proportion of respondents who declared they feel safe:<sup>1</sup>



### Most common reasons why respondents reported feeling unsafe:<sup>1-2,3</sup>



Are refugees well integrated within the host community?

### Dynamics of social cohesion reported by respondents:<sup>1</sup>



### 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.

<sup>1</sup> 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.

<sup>2</sup> 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?

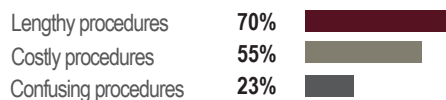
### Proportion of unregistered refugees:

**20%** of refugee respondents reported that they do not have a refugee identification card. The household survey administered to refugees only<sup>4</sup> 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:<sup>1</sup>

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

### Most common factors of difficulty to access legal entitlement reported by respondents:<sup>2-3</sup>



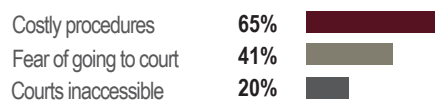
### Proportion of households which reported knowing where to get legal assistance:<sup>1</sup>

**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,<sup>3</sup> Somalis and South Sudanese are the least aware, and awareness tends to increase with the length of stay reported by refugee households.

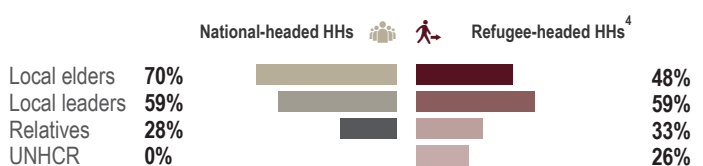
### Challenges to access justice reported by respondents:<sup>1</sup>

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

### Most common factors of difficulty to access formal justice mechanisms reported by respondents:<sup>2-3</sup>



### Most common interlocutors chosen by households who seek support to deal with a safety or legal issue:<sup>3</sup>



<sup>3</sup> Respondents could give multiple answers to this question, therefore results exceed 100%

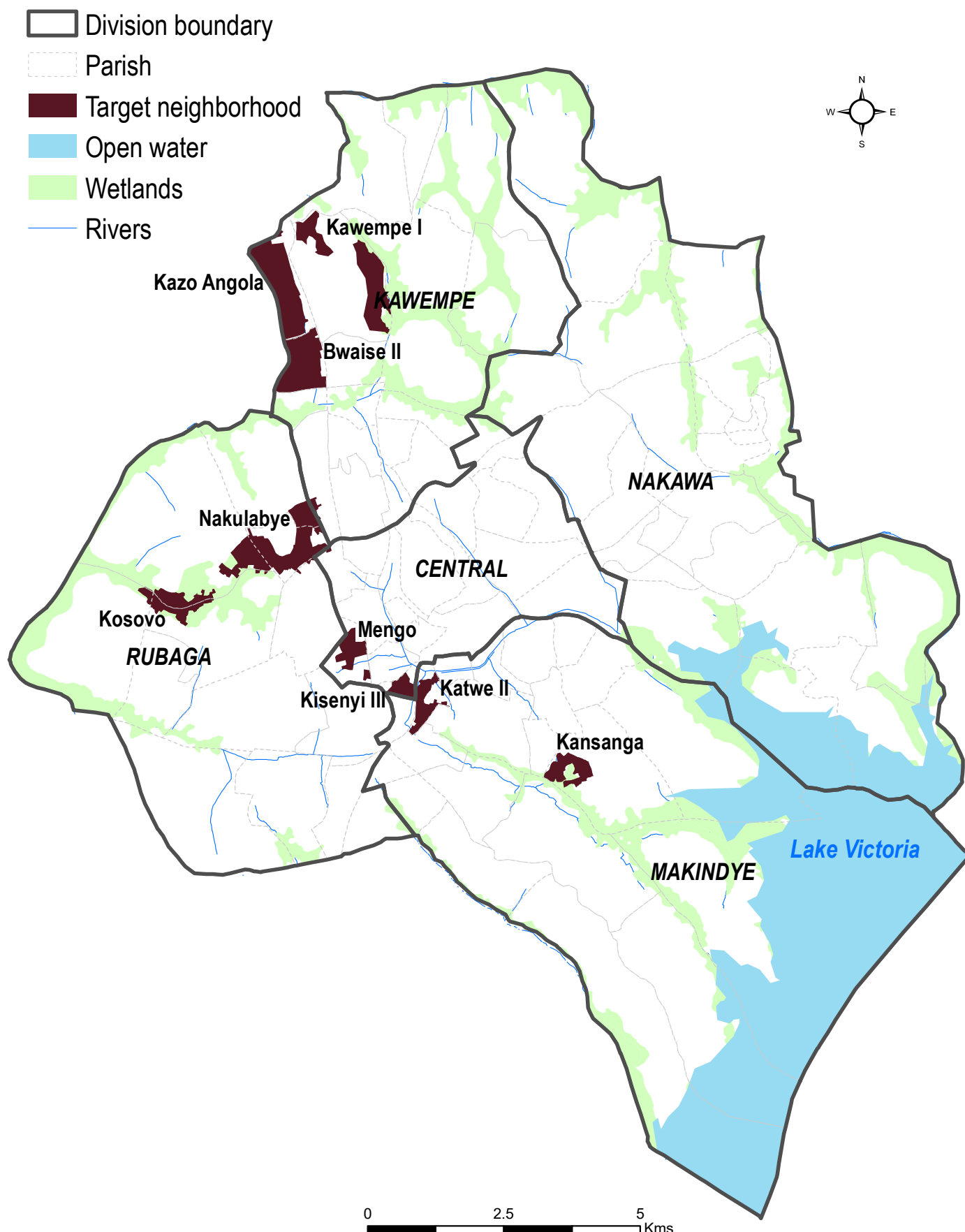
<sup>4</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

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



# MENGO NEIGHBORHOOD PROFILE

Urban community assessment  
Kampala, Uganda - July 2018

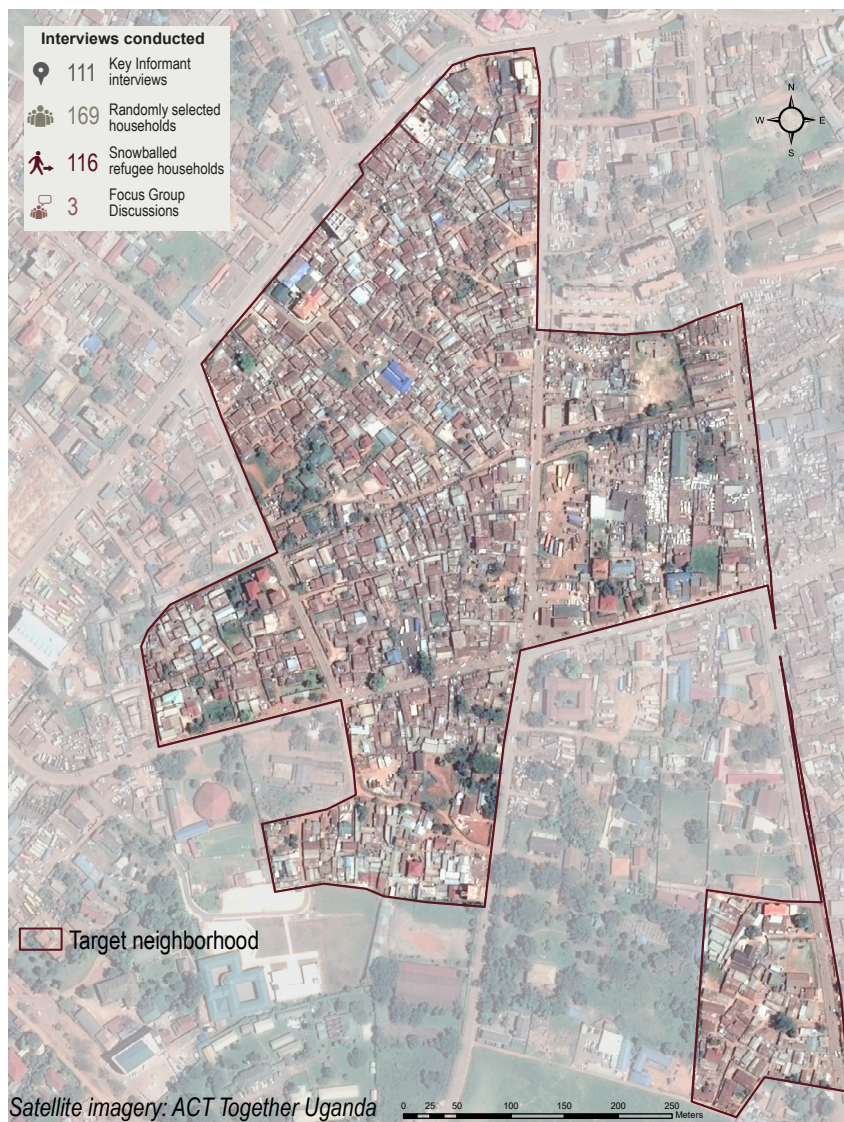


## CONTEXT

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 Mengo, along with eight other neighborhoods in Kampala, between February and June 2018.

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



## Overview of Mengo neighborhood

Mengo is a vulnerable urban neighborhood in Kampala. It lies in Central Division. The neighborhood comprises 10 cells, the lowest administrative unit for urban settings in Uganda. It is home to vulnerable socio-economic population groups, including refugees.

## KEY FINDINGS

Among the nine target neighborhoods covered by the assessment, Mengo has the highest concentration of refugees. Somalis represent the majority of refugees residing in Mengo, followed by Congolese. Ugandan-headed households are found to be slightly better-off in terms of income-earning than refugees, despite the common belief that foreigners, including refugees, are wealthier than locals. Female-headed households, which represent a third of households in Mengo, are more likely to be economically vulnerable than their male counterparts. The residents of Mengo reported relatively similar challenges regarding access to services, regardless of their gender or status. Nearly a third of respondents reported that services available to Mengo residents are of poor quality. Overall, the demand for basic services including schools, public health centres and shared sanitation facilities is growing, putting pressure on already overburdened services.

Insecurity is commonly reported as a concern affecting the whole community, followed by the lack of income opportunities. Partly due to its central location within Kampala, the neighborhood of Mengo is particularly exposed to issues of evictions compared to other neighborhoods.

<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 Mengo, 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 Mengo, located both inside and outside the neighborhood. On 13th February 2018, 111 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 Mengo. During Phase 2 undertaken on 14th March, 169 household interviews<sup>1</sup> were administered to randomly selected households (HHs), including all population groups residing in Mengo. This random household sample captured 33 refugee households, 56 female-headed households and 103 female respondents. In order to collect more information about refugees specifically, the same survey was administered to 116 refugee households residing in the target neighborhood, and identified through a snowballing technique during Phase 3, on 4th April. In total, 149 refugee households were interviewed in Mengo, either during phase 2 or 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 resides in Mengo comes from Somalia, the research team collected qualitative information about conditions of living and access to services for Somali refugees, with 2 Focus Group Discussions (FGDs) conducted during phase 4, on 3rd May, with men and women separately. Each FGD gathered 8 participants who have been identified among refugees residing in Mengo 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 19th June 2018. During this exercise, community leaders shared their visions to prioritize needs and future interventions in Mengo.

### Limitations

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

## DEMOGRAPHICS

22,200

Estimated number of inhabitants in Mengo<sup>2</sup>

3.9

Average number of people per household

33%

Of households are headed by a female.

### Proportion of households by reported status:



77% National residents

20% Refugees

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

62% of refugees residing in Mengo come from Somalia and 23% come from the Democratic Republic of the Congo.<sup>4</sup>

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



## ACCESS TO SERVICES

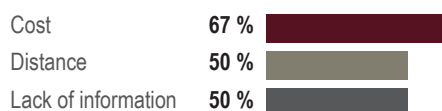
### Perception of quality and accessibility of services:



11%

Of all households reported difficulties to access 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 of Mengo 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
- Support the creation of small businesses for low-skilled residents
- Installation of street lighting to improve security at night

<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 from other locations in the country.

<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 Mengo residents:

5	Nursery schools	Key Informants for education facilities reported that <b>lack of school material</b> was the main challenge for schools, followed by <b>overcrowded classrooms</b> .
7	Primary schools	
6	Secondary schools	

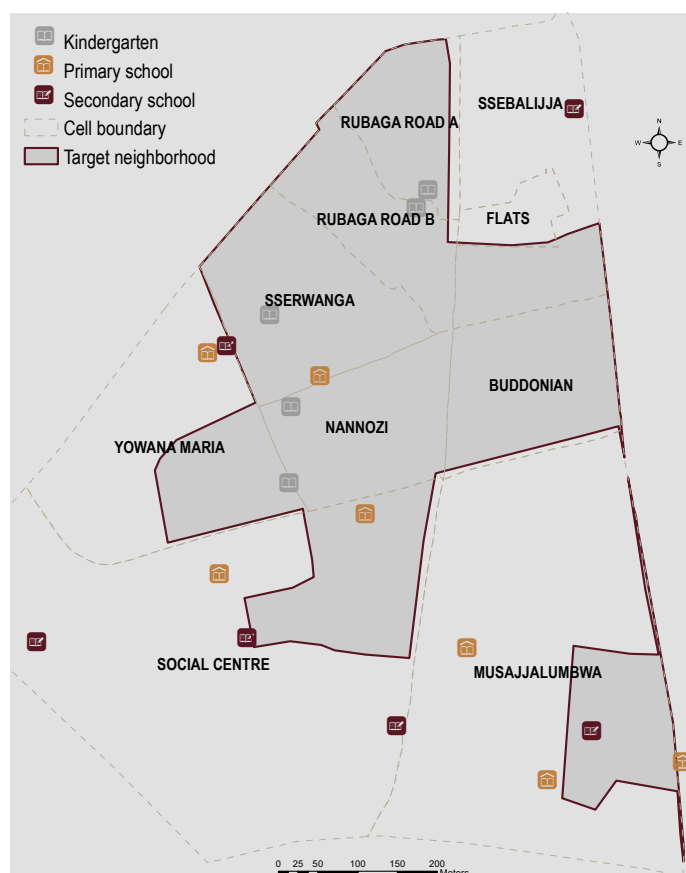
School attendance:

**26%** of school-aged children (7-17 years old) residing in Mengo were not attending school, as revealed by the random household survey. Refugee-headed households reported that **40%** 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>27%</b>	Of households reported education as their largest expense.
<b>20%</b>	Of households were willing to spend more on education costs. <sup>2</sup>

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



<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.

## HEALTH

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

Public Health centre	53 %
Private Health centre	40 %
Hospital	27 %
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:<sup>3</sup>

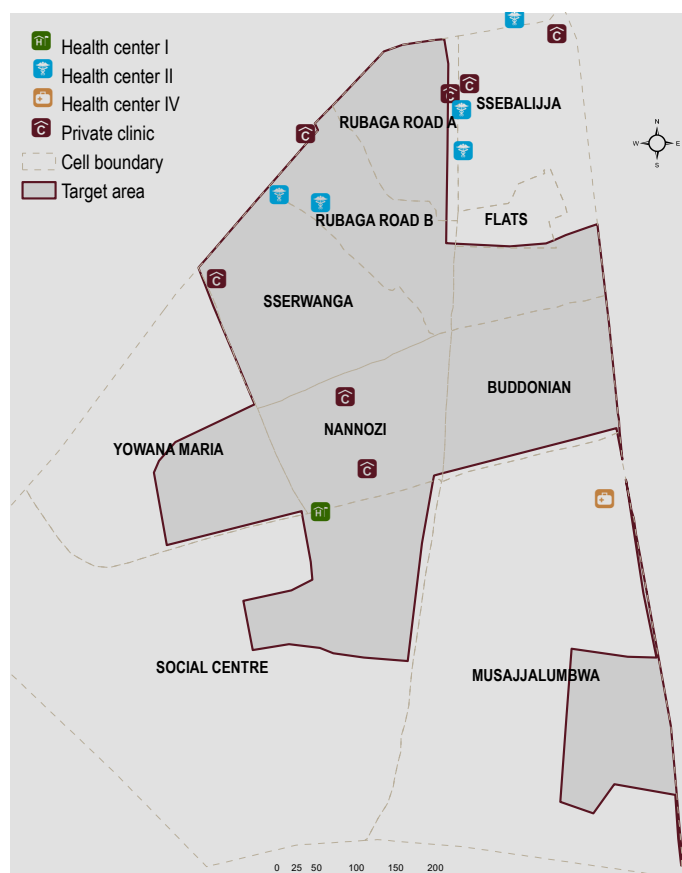
Cost	62 %
No medication	54 %
Distance	29 %

Somali refugees who participated in FGDs reported **language** as a major barrier to access health care although they reported the quality of health care they get is better in Uganda than in Somalia.

Importance of health expenses in households' budget:

<b>88,000 UGX</b>	Average household expenditure for medical care in the last 90 days <sup>4</sup>
<b>10%</b>	Of households were willing to spend more on health care. <sup>2</sup>

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



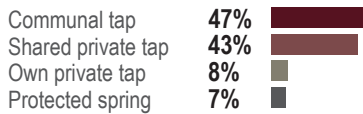
<sup>3</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

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



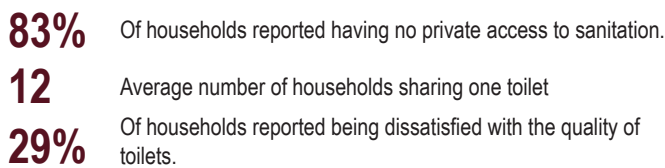
## WATER AND SANITATION

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

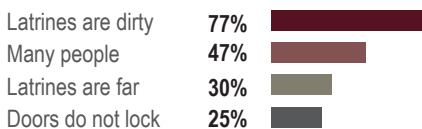


**9%** of households reported that the quality of these water sources was not good enough to drink. **58%** of communal taps were constructed directly by the community, according to water points Key Informants.

### Access to sanitation reported by households:



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

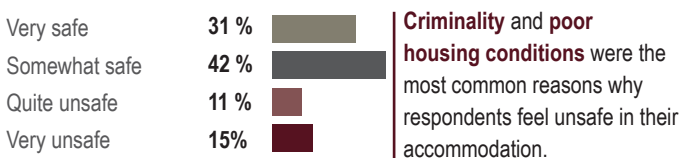


## HOUSING LAND AND PROPERTY

### Housing conditions reported by households:



### Perception of housing safety reported by households:



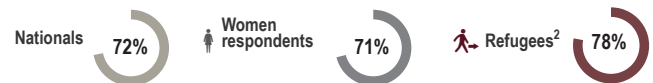
**27%** of households considered that forced evictions are common in Mengo. **14%** reported they have been directly threatened of eviction in the year prior to the assessment. Lack of awareness of tenancy right is a major cause of evictions according to community leaders.

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

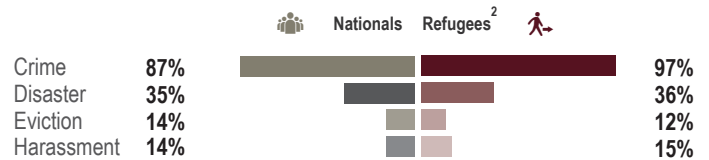
<sup>2</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## PROTECTION & SOCIAL COHESION

### Proportion of respondents who declared they feel safe:



### 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>

**43 %** of national respondents reported that obtaining official documents is difficult, while **36%<sup>2</sup>** of refugee respondents shared this opinion.

Among respondents who reported that obtaining official documents is difficult<sup>5</sup>, **76%** mentioned lengthy procedures as a major barrier, and **53%** reported that the process is costly.

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

**36 %** of national respondents declared accessing justice is difficult, while **39%<sup>2</sup>** of refugee respondents shared this opinion.

Among respondents who reported that access to justice is difficult<sup>5</sup>, **59%** mentioned costly procedures as a major barrier, and **37%** 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](http://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 149 respondents.

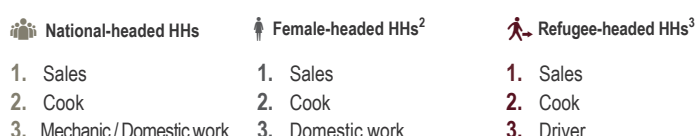
<sup>5</sup> As the sample sizes for this indicator are small, results are indicative.

## \$ INCOME

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



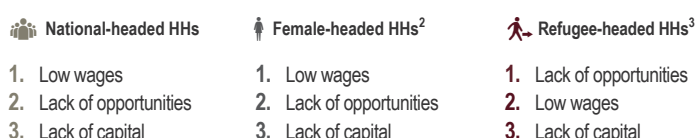
Most common sources of income reported by households:<sup>1</sup>



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



Most common barriers to work reported by households:



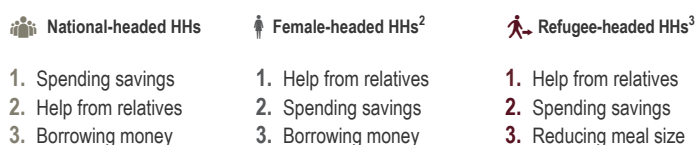
Proportion of households which reported they can not afford basic services:



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	1.9	60%	25%	3%
Female-headed HHs <sup>2</sup>	2.3	59%	30%	5%
Refugee-headed HHs <sup>3</sup>	2.4	56%	33%	7%

Most common coping strategies used by households:



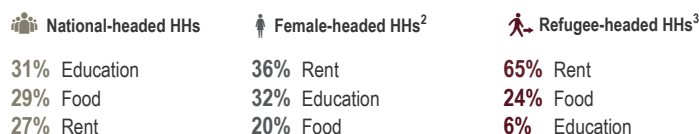
<sup>1</sup> In the month prior to the assessment

<sup>2</sup> Female-headed households represent 33% of the total random sample in Mengo, with 57 cases. Due to small sample size, these findings are indicative only.

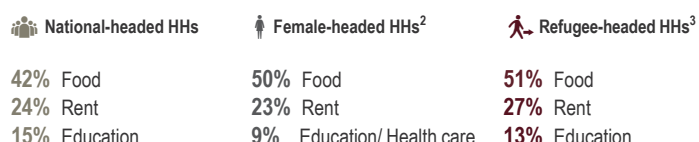
<sup>3</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## \$ 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:

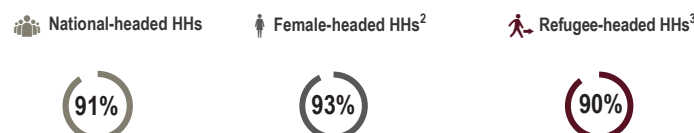


Specific considerations regarding refugee households:

FGDs with Somali refugees revealed that they feel they are charged more than nationals for basic expenses and to access services, being asked for example to pay higher rents than nationals or being frequently asked bribes for accessing assistance or services. Host communities shared similar information in FDGs. Both groups reported that Somali refugees are perceived as wealthier than Ugandans, which explains that refugees are charged more for basic services.

## NGO ASSISTANCE

Proportion of households reporting a need for assistance:



Most common challenges faced by the community in Mengo 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 Mengo. Respectively **67%** and **58%** of households mentioned these types of assistance among their preferred modes of assistance.<sup>4</sup>

Challenges for access to assistance reported by refugees:

Somali refugees who participated in FDGs reported that their community faces discrimination for access to assistance. According to them, their lack of capacity to speak the local language is a major obstacle to access assistance, and they reported refugee-aid initiatives target primarily refugees from the Democratic Republic of the Congo.

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



# KISENYI III NEIGHBORHOOD PROFILE

Urban community assessment  
Kampala, Uganda - July 2018



Funded by  
European Union  
Civil Protection and  
Humanitarian Aid

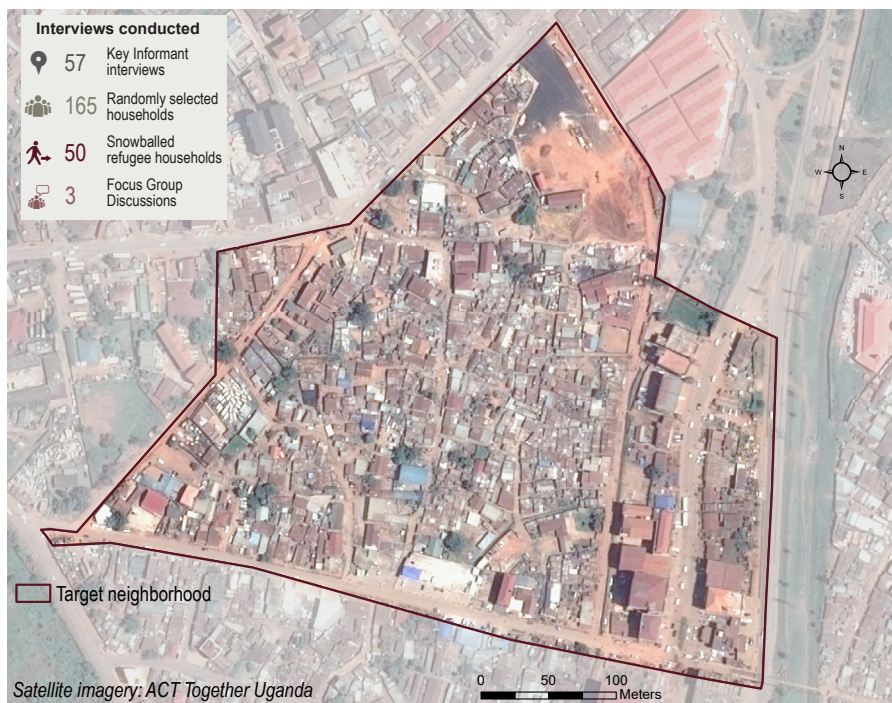


## CONTEXT

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 Kisenyi III, along with eight other neighborhoods in Kampala, between February and June 2018.

Map 1: Overview of the neighborhood of Kisenyi III and of the survey methodology used



### Overview of Kisenyi III neighborhood

Kisenyi III is a vulnerable urban neighborhood in Kampala. It lies in Central Division. The neighborhood comprises 6 cells, the lowest administrative unit for urban settings in Uganda. It is home to vulnerable socio-economic population groups, including refugees.

## KEY FINDINGS

In Kisenyi III neighborhood, 32% of households reported that the quality of basic services available to them including schools, public health centres and shared sanitation facilities was poor. The residents and community leaders indicated that poor sanitation was a major problem. Almost 8 out of 10 households do not have access to private toilets and community leaders reported that the indiscriminate disposal of waste was contributing to increased blocking of drainage channels thus causing floods in Kisenyi III.

In Kisenyi III, refugees and nationals have access to the same basic services, although refugees reported greater barriers to access them, such as lack of information and lack of knowledge of the local language.

The lack of income is the key concern reported by refugees residing in Kisenyi III, and it appears that refugee-headed households earn less than Ugandan-headed households. Female-headed households are less wealthy compared to their male counterparts, regardless of their status. In face of financial difficulties, households residing in Kisenyi III tend to use similar coping strategies, although refugee-headed households tend to rely more on help from relatives than others.

<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, 2018



## METHODOLOGY

To measure the dynamics of access to and delivery of basic services in the neighborhood of Kisenyi III, 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 Kisenyi III, located both inside and outside the neighborhood. On 12th February 2018, 57 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 Kisenyi III. During Phase 2 undertaken on 13th March 2018, 165 household interviews<sup>1</sup> were administered to randomly selected households (HHs), including all population groups residing in Kisenyi III. This random household sample captured 14 refugee households, 52 female-headed households and 94 female respondents. In order to collect more information about refugees specifically, the same survey has been administered to 50 refugee households residing in the target neighborhood, and identified through a snowballing technique during Phase 3, on 3th April 2018. In total, 64 refugee households have been interviewed in Kisenyi III, either during phase 2 or 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 Burundians and Rwandese refugees are well represented in Kisenyi III, the research team collected qualitative information about conditions of living and access to services for refugees from Rwanda and Burundi, as well as with host communities, with 2 Focus Group Discussions (FGDs) conducted during phase 4, on 5th May 2018. Each FGD gathered 8 participants who have been identified among refugees or host communities residing in Kisenyi III 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 18th June 2018. During this exercise, community leaders shared their vision to prioritize needs and future interventions in Kisenyi III.

### LIMITATIONS

Findings from the household surveys are meant to illustrate the specific situation of various population groups residing in Kisenyi III, 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 from other locations in the country.

## DEMOGRAPHICS

10,000

Estimated number of inhabitants in Kisenyi III<sup>2</sup>

3.9

Average number of people per household

32%

Of households are headed by a female.

### Proportion of households by reported status:



88% National residents

9% Refugees

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

**52%** of refugees residing in Kisenyi III come from Somalia and **31%** come from the Democratic Republic of the Congo.<sup>4</sup>

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

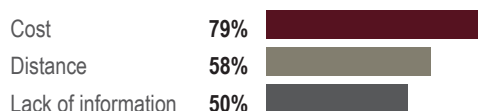


## ACCESS TO SERVICES

### Perception of quality and accessibility of services:



### Most common barriers to service accessibility reported by households for which access to services is difficult:<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
- Construction of a public health centre well stocked with medical supplies and with qualified staff
- Increase the number of schools and vocational centres
- Inspection of existing schools by public inspectors
- 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 Kisenyi III:

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

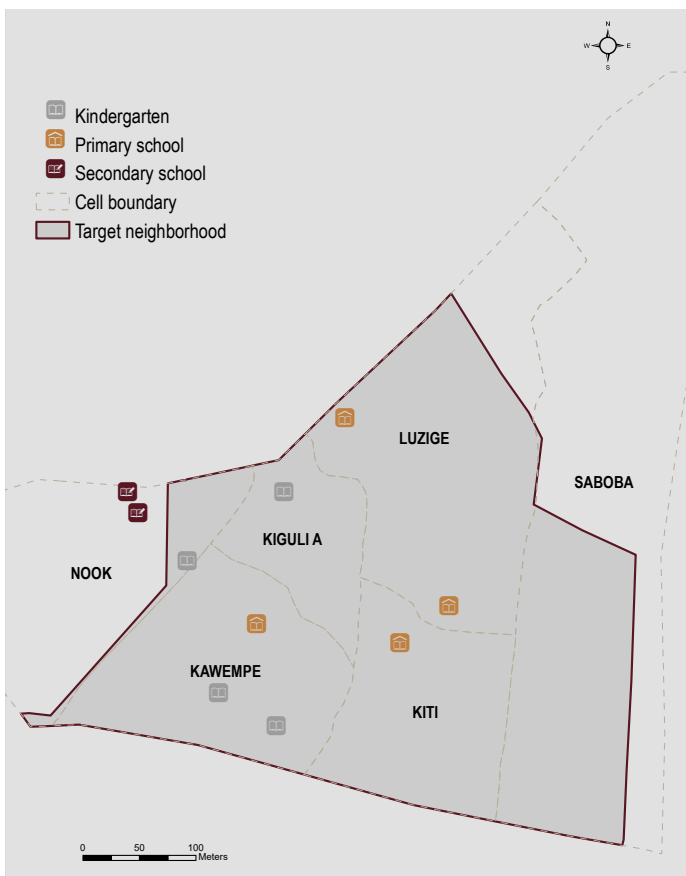
School attendance:

**15%** of school-aged children (7-17 years old) residing in Kisenyi III were not attending school, as revealed by the random household survey. Refugee-headed households reported that **45%** of children of the same age group were not attending school.<sup>1</sup> **Inability to pay school fees** and **diseases** were the most common reasons 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.
- 22%** Of households were willing to spend more on education costs.<sup>2</sup>

Map 2: Location of education facilities used by residents of Kisenyi III:



<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, as of 16th July 2018.

HEALTH

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

Public Health centre	41%	
Private Health centre	51%	
Hospital	22%	
Pharmacy	12%	

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

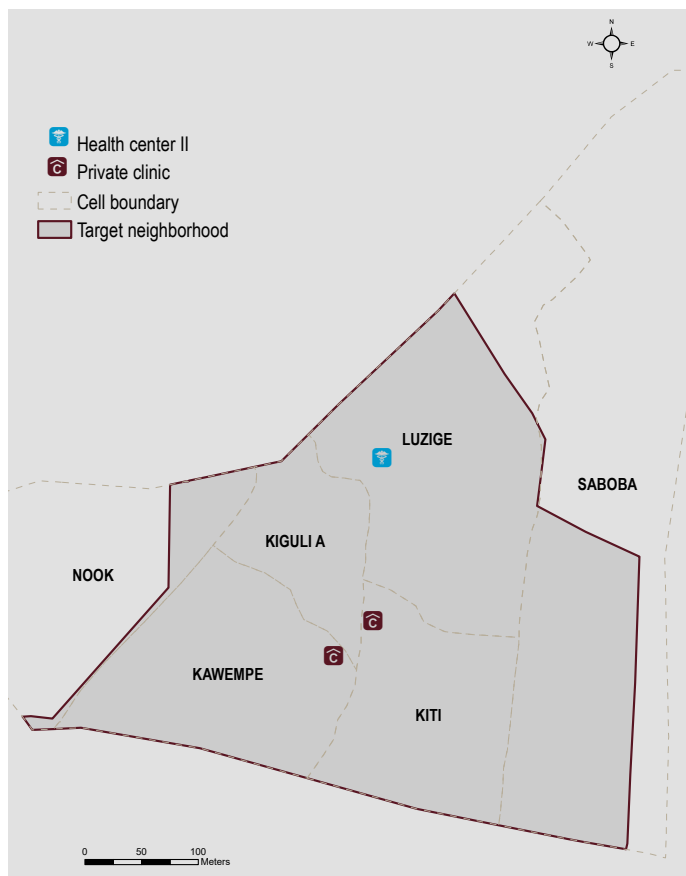
Cost	69%	
Lack of medication	49%	
Distance	38%	

Host community participants in FGDs indicated that there is an important lack of quality health facilities in Kisenyi III, causing congestion at the only public health centre available in the neighborhood. Bribery, lack of medical supplies, and the high cost of health care were reported as key issues.

Importance of health expenses in households' budget:

- 173,000 UGX** Average household expenditure for medical care in the last 90 days<sup>4</sup>
- 12%** Of households were willing to spend more on health care.<sup>2</sup>

Map 3: Location of health facilities used by residents of Kisenyi III:

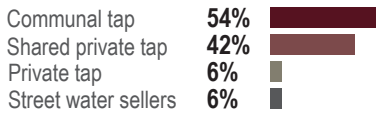


<sup>3</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

<sup>4</sup> 1 USD = 3,688 UGX and 1 EUR = 4,328 UGX, xe.com as per 16nd July 2018

## WATER AND SANITATION

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



**8%** of households reported that the quality of these water sources was not good enough to drink. **50%** of shared water points were constructed directly by the community, according to water points Key Informants.

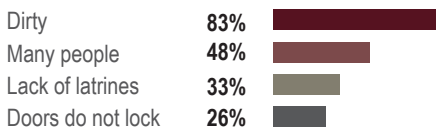
### Access to sanitation reported by households:

**78%** Of households reported having no access to private sanitation.

**17** Average number of households sharing one toilet

**38%** Of households reported being dissatisfied with the quality of toilets.

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



## HOUSING LAND AND PROPERTY

### Housing conditions reported by households:

**1.7** Average number of rooms per housing unit

**79%** Of households are tenants.

**50%** Of national tenants reported spending over **100,000 UGX monthly** for rent.

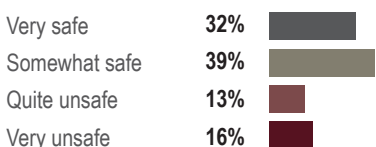
**50%** Of refugee tenants reported spending over **185,000 UGX monthly<sup>2</sup>** for rent.

**31%** Of households reported housing is their largest expense.

**10%** Of households were willing to spend more for housing.<sup>3</sup>

**23%** Of households considered that their accommodation or location in the area put them at risk of disasters (flooding).

### 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.

**32%** of households considered that forced evictions are common in Kisenyi.

**18%** reported they have been directly threatened of eviction in the year prior to the assessment. Host community participants in FGDs reported that as refugees can afford to pay higher rents, the housing market is under pressure.

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

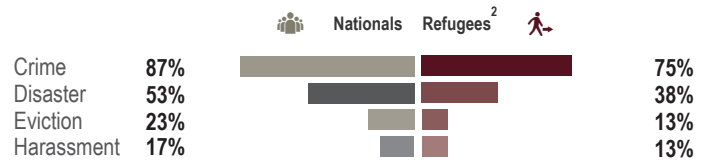
<sup>2</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## 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</sup>



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



## LEGAL ASSISTANCE

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

**39%** of national respondents reported that obtaining official documents is difficult, while **38%<sup>2</sup>** of refugee respondents shared this opinion.

Among respondents who reported that obtaining official documents is difficult,<sup>5</sup> **72%** mentioned Lengthy procedures as a major barrier, and **60%** reported that the process is costly.

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

**39%** of national respondents reported that accessing justice is difficult, while **52%<sup>2</sup>** of refugee respondents shared this opinion.

Among respondents who reported that access to justice is difficult,<sup>5</sup> **66%** mentioned cost as a major barrier, and **48%** 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 the household. Women and refugees include respectively 194 and 64 respondents.

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

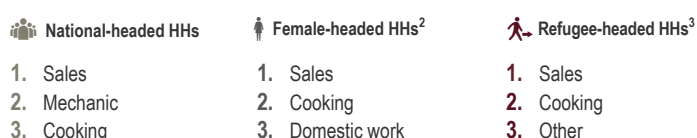


## \$ INCOME

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



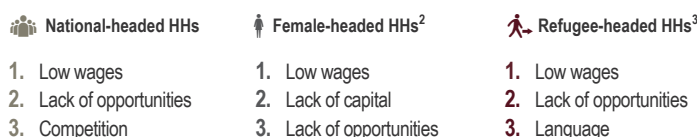
Most common sources of income reported by households:<sup>1</sup>



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



Most common barriers to work reported by households:



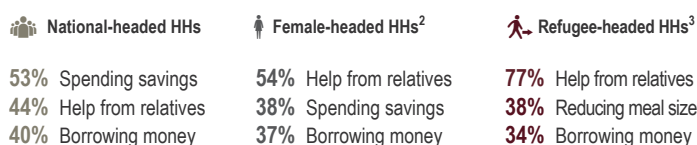
Proportion of households which reported they can not afford basic services:



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	2.2	55%	31%	6%
Female-headed HHs <sup>2</sup>	2.2	52%	31%	6%
Refugee-headed HHs <sup>3</sup>	2.1	70%	27%	2%

Most common coping strategies used by households:



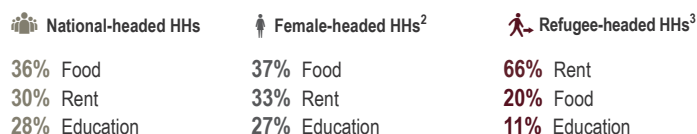
<sup>1</sup> In the month prior to the assessment

<sup>2</sup> Female-headed households represent 33% of the total random sample in Kisenyi III, with 52 cases. Due to small sample size, these findings are indicative only.

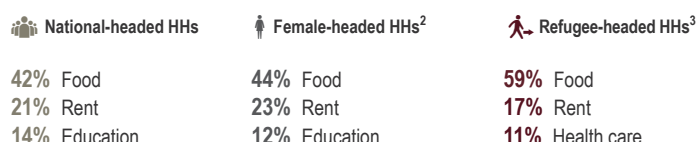
<sup>3</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## \$ 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:

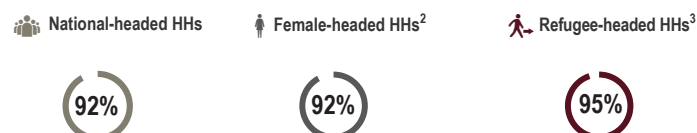


Specific considerations regarding refugee households:

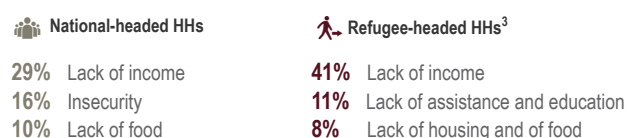
FGDs with host communities and Burundian refugees indicated that single mothers, the elderly, youth, and, in some cases, refugees are among the most economically vulnerable inhabitants of Kisenyi III. Burundian refugees indicated that social integration with Ugandans can be a successful coping mechanism to better integrate into the job market and get opportunities for informal credit.

## NGO ASSISTANCE

Proportion of households reporting a need for assistance:



Most common challenges faced by the community in Kisenyi III 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 are the most commonly reported by households residing in Kisenyi III. Respectively **66%** 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:

Burundian refugees who participated in FGDs indicated that their main source of assistance is received through their social network, in the form of financial or in-kind support from relatives settled abroad or friends staying in the same community. They suggested that aid agencies should communicate more directly with their community to be able to offer them efficient support.

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

# KATWE II NEIGHBORHOOD PROFILE

Urban community assessment  
Kampala, Uganda - July 2018



Funded by  
European Union  
Civil Protection and  
Humanitarian Aid

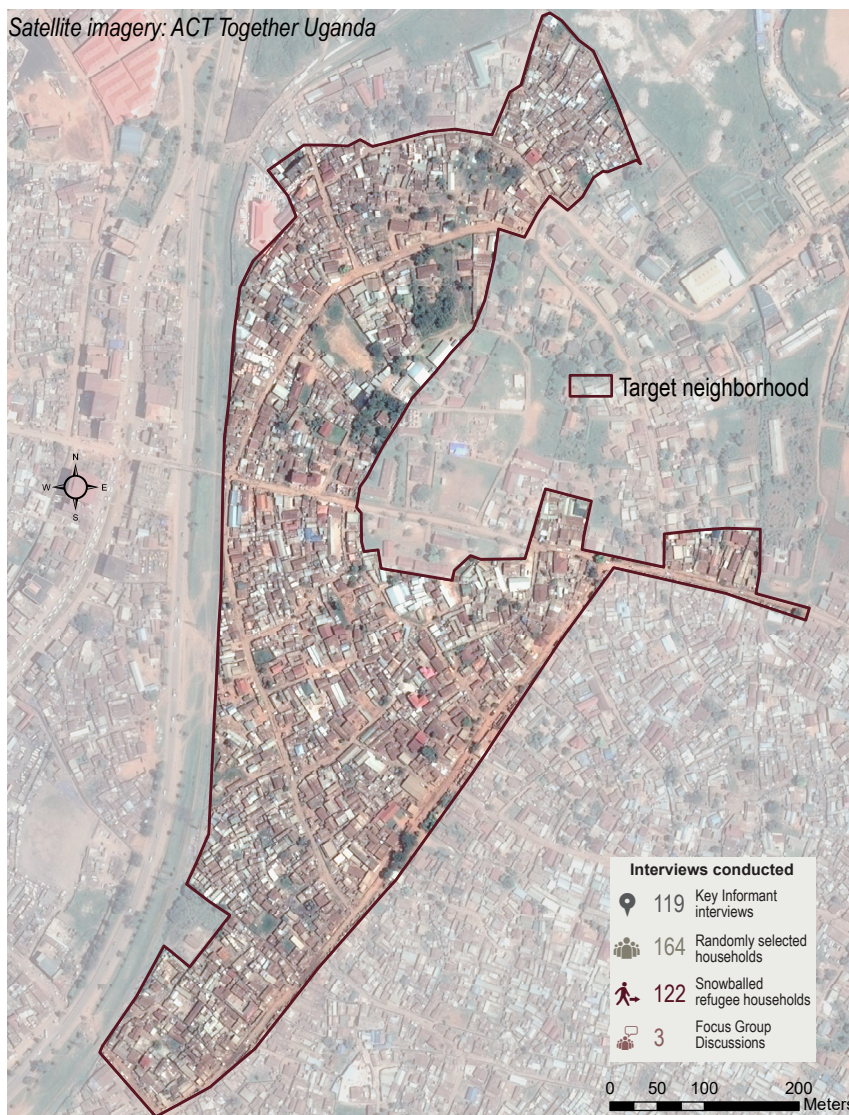


## CONTEXT

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>

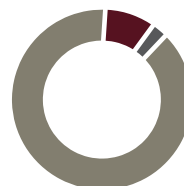
4.6

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>

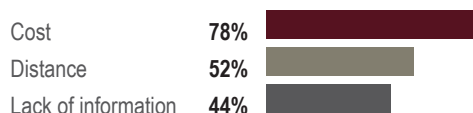


## ACCESS TO SERVICES

### 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	

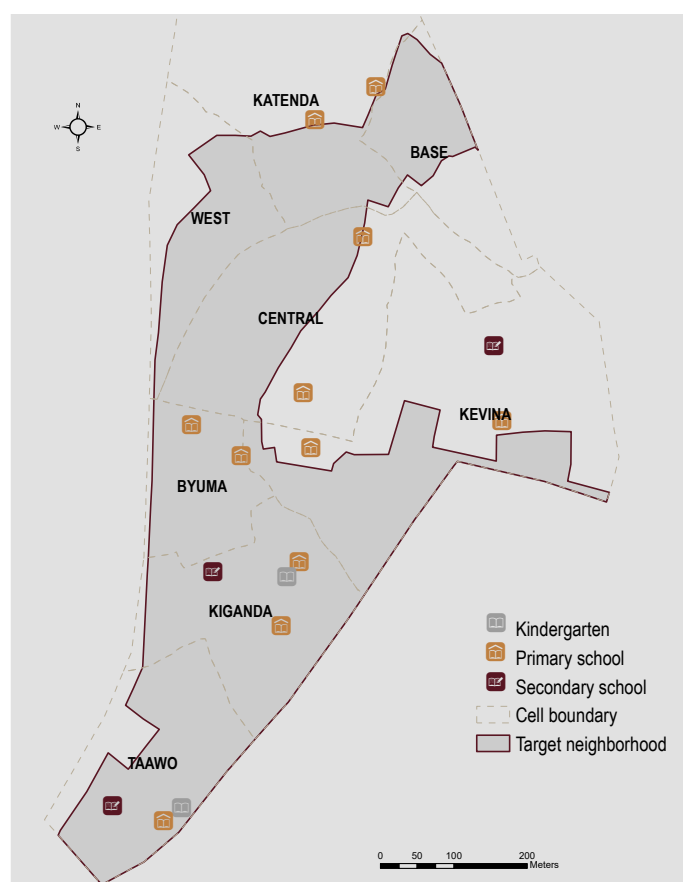
School attendance:

**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>

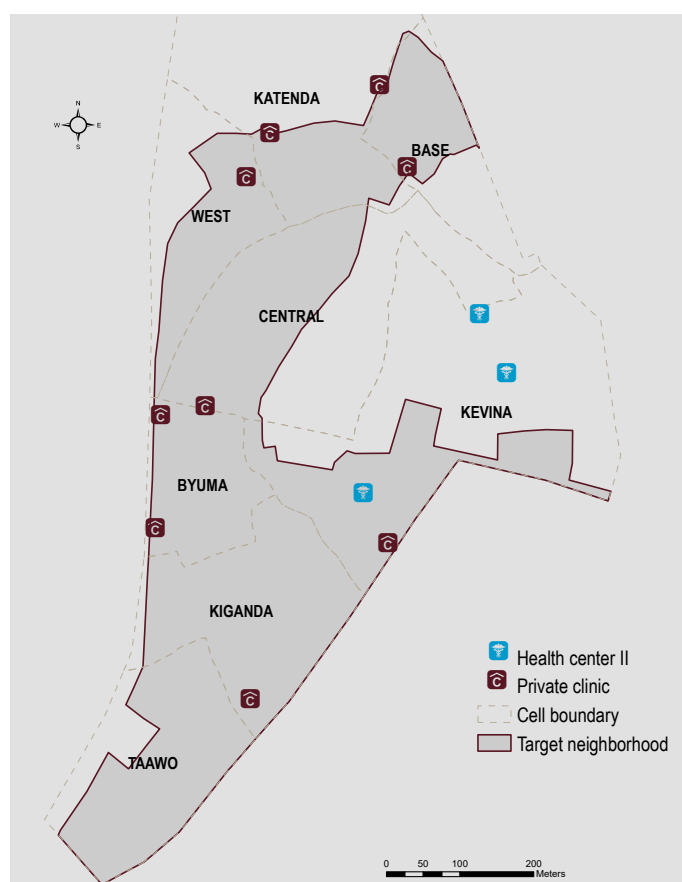
Cost	67%
Distance	32%
Lack of medication	26%

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.

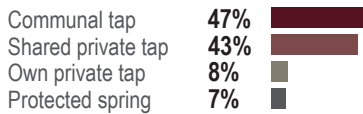
<sup>2</sup> Households declaring they would prioritise education or health expenses if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. [www.xe.com](http://www.xe.com), as of 16th July 2018.

<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

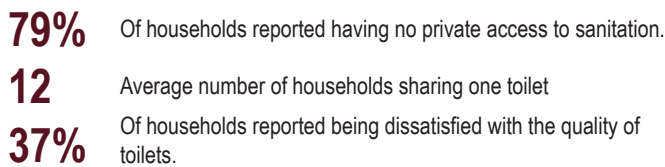
## WATER AND SANITATION

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

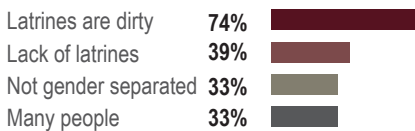


**6%** of households reported that the quality of these water sources was not good enough to drink. **43%** of communal taps were constructed directly by the community, according to water points Key Informants.

### Access to sanitation reported by households:

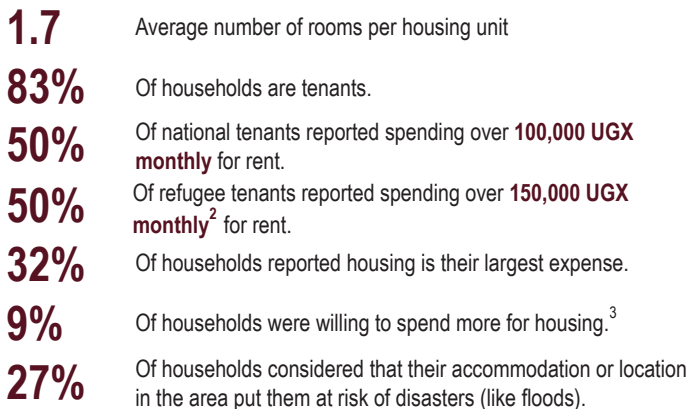


### Most common issues with sanitation reported by households:<sup>1</sup>

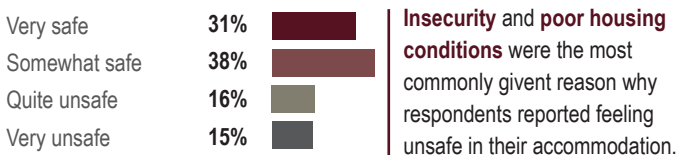


## HOUSING LAND AND PROPERTY

### Housing conditions reported by households:



### Perception of housing safety reported by households:



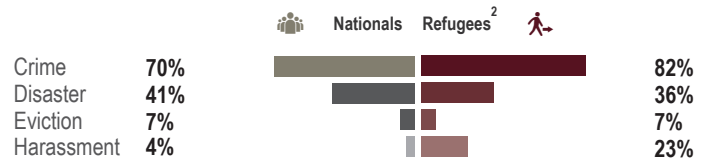
**24%** of households considered that forced evictions are common in Katwe II. **15%** reported they have been directly threatened of eviction in the year prior to the assessment. Lack of awareness of tenancy right is a major cause of eviction according to community leaders.

## 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.

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

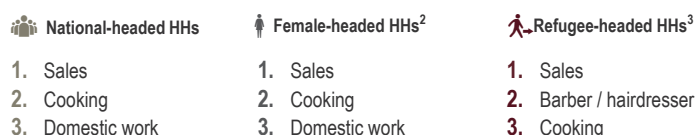
<sup>2</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## \$ INCOME

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



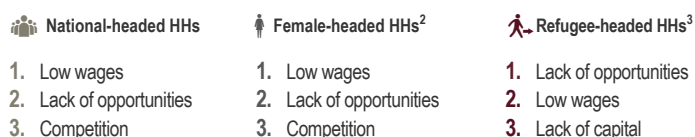
Most common sources of income reported by households:<sup>1</sup>



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



Most common barriers to work reported by households:



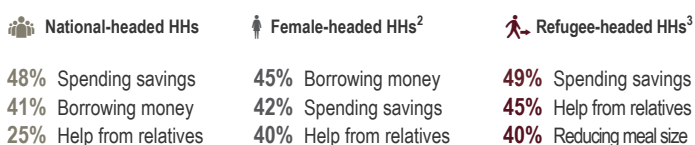
Proportion of households which reported they can not afford basic services:



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:



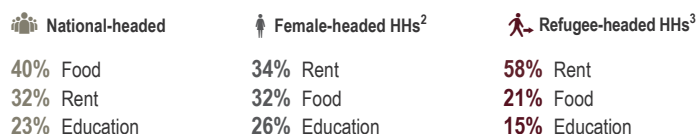
<sup>1</sup> In the month prior to the assessment

<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.

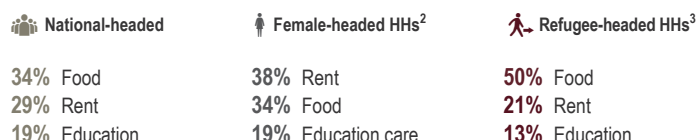
<sup>3</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## \$ 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:

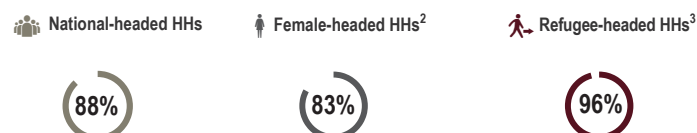


Specific considerations regarding refugee households:

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.



# KANSANGA NEIGHBORHOOD PROFILE

Urban community assessment  
Kampala, Uganda - July 2018



Funded by  
European Union  
Civil Protection and  
Humanitarian Aid

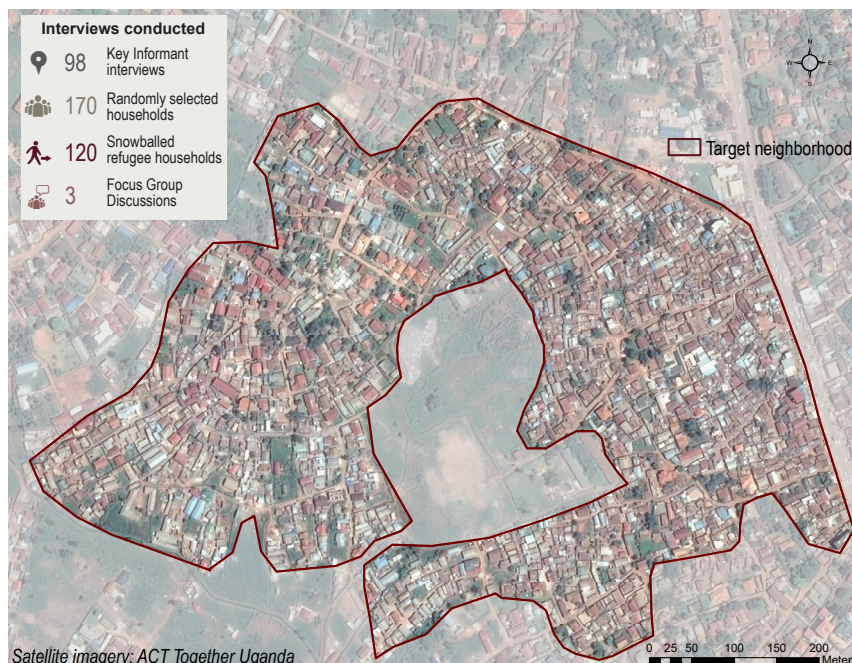


## CONTEXT

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 ACTtogether Uganda, have undertaken an area-based multisector needs assessment in Kansanga, along with eight other neighborhoods in Kampala, between February and June 2018.

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



### Overview of Kansanga neighborhood

Kansanga is a vulnerable urban neighborhood in Kampala. It lies in Makindye Division, and is named after the parish it lies into. It is also referred to as Kansanga-Nabutiti. The assessed neighborhood covers some of the most vulnerable areas of this parish. This neighborhood comprises 7 cells, the lowest administrative unit for urban settings in Uganda. It is home to vulnerable socio-economic population groups, including refugees.

## KEY FINDINGS

In the neighborhood of Kansanga, 22% 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. 7 in 10 households do not have a access to private toilets, while poor waste management, blocking the drainage channels is reported by community leaders as a key public concern, which contributed to increase the risks of floods in Kansanga.

In Kansanga, refugees and nationals have access to the same basic services, although refugees report greater barriers to access them. For example, the research indicates that school-aged children who are part of refugee-headed households were reportedly 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 a key concern reported by both refugees and nationals residing in Kansanga. It appears that refugee-headed households earn slightly less than Ugandan-headed households, while female-headed households are less wealthy compared to their male counterparts, regardless of their status. In face of financial difficulties, households residing in Kansanga tend to use similar coping strategies, although refugee-headed households tend to rely more heavily on help from relatives than others. The vast majority of refugees 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.

<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, 2018

## METHODOLOGY

To measure the dynamics of access to and delivery of basic services in the neighborhood of Kansanga, 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 Kansanga, located both inside and outside the neighborhood. On 9th February 2018, 98 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 communities residing in Kansanga. During Phase 2 undertaken on 7th March 2018, 170 household interviews<sup>1</sup> were administered to randomly selected households (HHs), including all population groups residing in Kansanga. This random household sample captured 13 refugee households, 59 female-headed households and 109 female respondents. In order to collect more information about refugees specifically, the same survey was administered to 120 refugee households residing in the target neighborhood, and identified through a snowballing technique during Phase 3, on 29th March 2018. In total, 133 refugee households were interviewed in Kansanga, 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. Focus Group Discussions (FGDs) with Eritreans were organised in Kansanga, this community of refugees being well represented in this neighborhood. 2 FGDs were conducted during phase 4, on 5th May 2018, with men and women separately. Each FGD gathered 8 participants who have been identified among refugees residing in Kansanga 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 14th June 2018. During this exercise, community leaders shared their vision to prioritize needs and future interventions in Kansanga.

### Limitations

Findings from the household surveys are meant to illustrate the specific situation of various population groups residing in Kansanga, 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 from other locations in the country.

## DEMOGRAPHICS

15,000

Estimated number of inhabitants in Kansanga<sup>2</sup>

4.2

Average number of people per household

35%

Of households are headed by a female.

### Proportion of households by reported status:



88% National residents

8% Refugees

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

31% of refugees residing in Kansanga come from Somalia and 28% come from the Democratic Republic of the Congo.<sup>4</sup>

### Most common reasons reported by households for choosing to settle in Kansanga:<sup>6</sup>



## ACCESS TO SERVICES

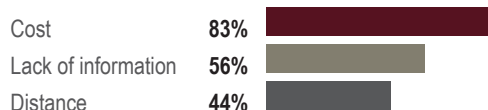
### Perception of quality and accessibility of services<sup>5</sup>:



11%







Of all households reported difficulties to access 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 Kansanga 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
-  Grant public health centres with medical supplies and staff
-  Increase the number of teachers in public schools
-  Construction of more classrooms for existing schools
-  Construction of vocational centres

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

<sup>6</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.



EDUCATION

Existing education facilities accessed by residents of Kansanga:

- 7 Nursery schools
- 6 Primary schools
- 3 Secondary schools

Key Informants for education facilities reported that **lack of school materials** was the main challenge for schools, followed by **overcrowded classrooms**.

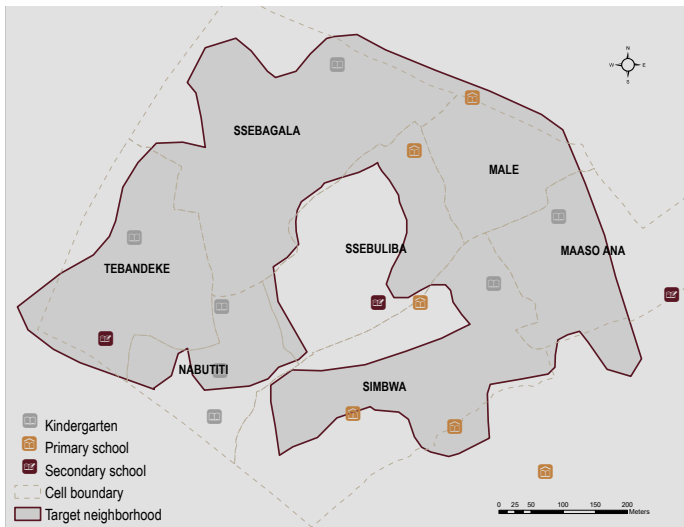
School attendance:

**8%** of school-aged children (7-17 years old) residing in Kansanga were not attending school, as revealed by the random household survey. Refugee-headed households reported that **14%** of children of the same age group were not attending school.<sup>1</sup> **Diseases** 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:

- 29%** Of households reported education as their largest expense.
- 24%** Of households were willing to spend more on education costs.<sup>2</sup>

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



<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, as of 16th July 2018.

HEALTH

Most commonly used health care providers by households:<sup>4</sup>

- Public Health centre 22%
- Private Health centre 59%
- Hospital 31%
- Pharmacy 17%

**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:<sup>4</sup>

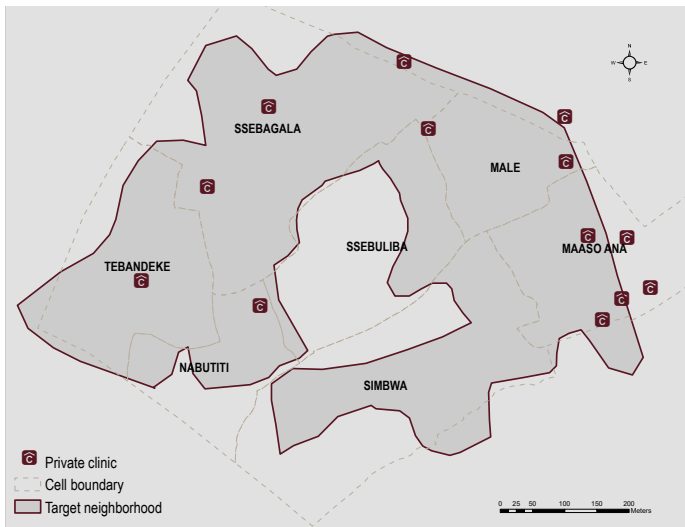
- Cost 67%
- Distance 39%
- Lack of medication 32%

Eritrean refugees who participated in FGDs reported cost of health care as a major barrier to access health services. Host community participants indicate that a majority of residents go to private clinics, cheaper than public centres.

Importance of health expenses in households' budget:

- 107,000 UGX** Average household expenditure for medical care in the last 90 days<sup>3</sup>
- 8%** Of households were willing to spend more on health care.<sup>2</sup>

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

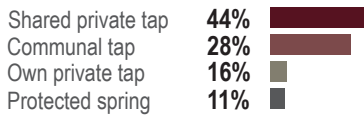


<sup>3</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.  
<sup>4</sup> 1 USD = 3,688 UGX and 1 EUR = 4,328 UGX, xe.com as per 16th July 2018



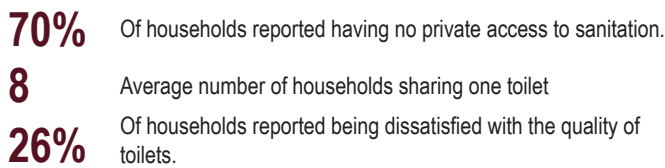
## WATER AND SANITATION

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

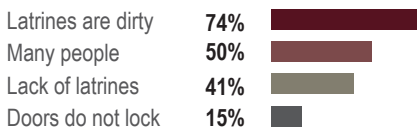


**10%** of households reported that the quality of these water sources was not good enough to drink. **40%** of communal taps were constructed directly by the community, according to water points Key Informants.

### Access to sanitation reported by households:

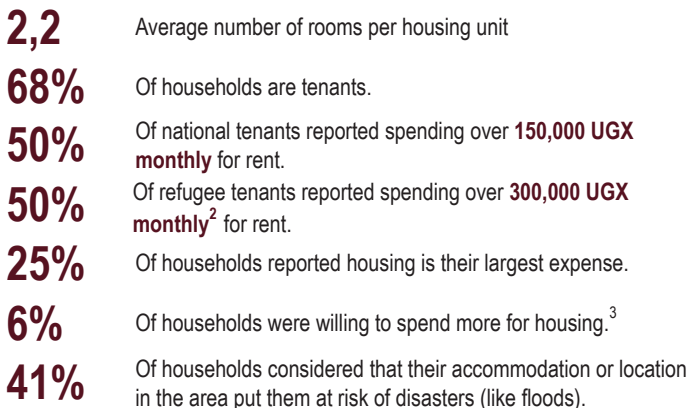


### Most common issues with sanitation reported by households<sup>1</sup>:

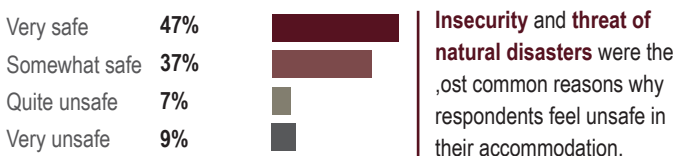


## HOUSING LAND AND PROPERTY

### Housing conditions reported by households:



### Perception of housing safety reported by households:



**15%** of households considered that forced evictions are common in Kansanga. **12%** reported they have been directly threatened of eviction in the year prior to the assessment. Eritrean refugees staying in Kansanga reported in FGDs that they pay higher rent than Ugandans.

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

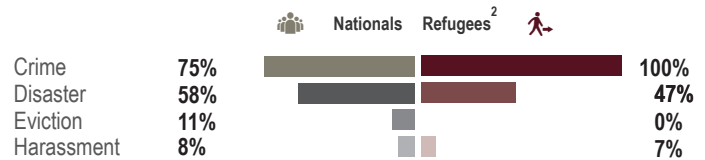
<sup>2</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## 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>

**44%** of national respondents reported that obtaining official documents is difficult, while **46%<sup>2</sup>** of refugee respondents shared this opinion.

Among respondents who reported that obtaining official documents is difficult,<sup>5</sup> **81%** mentioned Lengthy procedures as a major barrier, and **55%** reported that the process is costly.

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

**33%** of respondents reported that accessing justice is difficult, while **38%<sup>2</sup>** of refugee respondents shared this opinion.

Among respondents who reported that access to justice is difficult,<sup>5</sup> **47%** mentioned fear of going to court as a major barrier, and the same proportion reported cost.

<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 the household. Women and refugees include respectively 109 and 133 respondents.

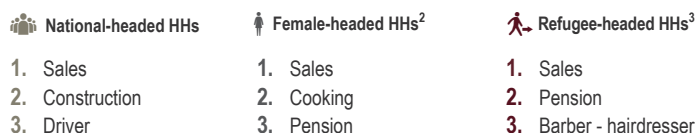
<sup>5</sup> As the sample sizes for this indicator are small, results are indicative.

## \$ INCOME

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



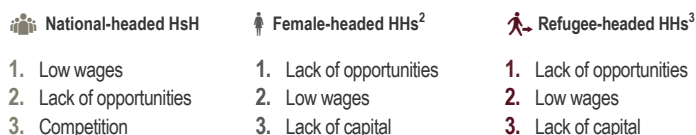
Most common sources of income reported by households:<sup>1</sup>



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



Most common barriers to work reported by households:



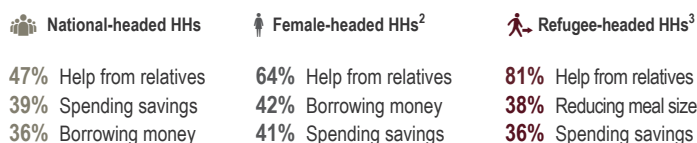
Proportion of households which reported they can not afford



Proportion of households which declare 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	1.8	66%	25%	0%
Female-headed HHs <sup>2</sup>	2	68%	31%	0%
Refugee-headed HHs <sup>3</sup>	2.2	63%	32%	4%

Most common coping strategies used by households:



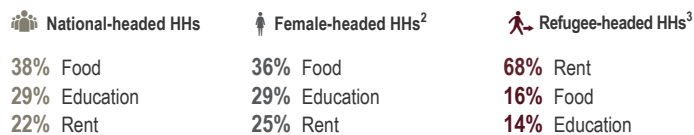
<sup>1</sup> In the month prior to the assessment

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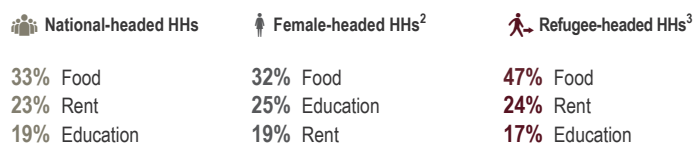
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## \$ EXPENDITURE

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



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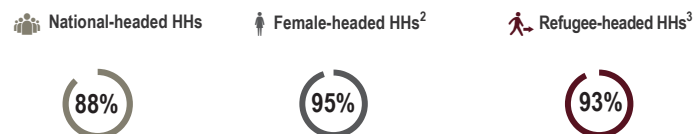


Specific considerations regarding refugee households:

FGDs with Eritrean refugees revealed that language is a major barrier to integration into the job market. Host community participants reported that refugees enjoy a better standard of living than nationals in general, according to the general belief that they are wealthier. However, economic challenges reported by both host community and refugees in FGDs are relatively similar, both emphasizing that lack of capital is a barrier to launching a business.

## NGO ASSISTANCE

Proportion of households reporting a need for assistance:



Most common challenges faced by the community in Kansanga 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 Kansanga. Respectively **49%** and **56%** of households mentioned these types of assistance among their preferred modes of assistance.<sup>4</sup>

Challenges for access to assistance reported by refugees:

Some Eritrean refugees who took part in FGDs reported receiving support from relatives and from their embassy, while mentioning that the most needed types of assistance were provision of accommodation, support to access healthcare, and financial support to cover education costs for children.

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



# NAKULABYE NEIGHBORHOOD PROFILE

## Urban community assessment Kampala, Uganda - July 2018



Funded by  
European Union  
Civil Protection and  
Humanitarian Aid

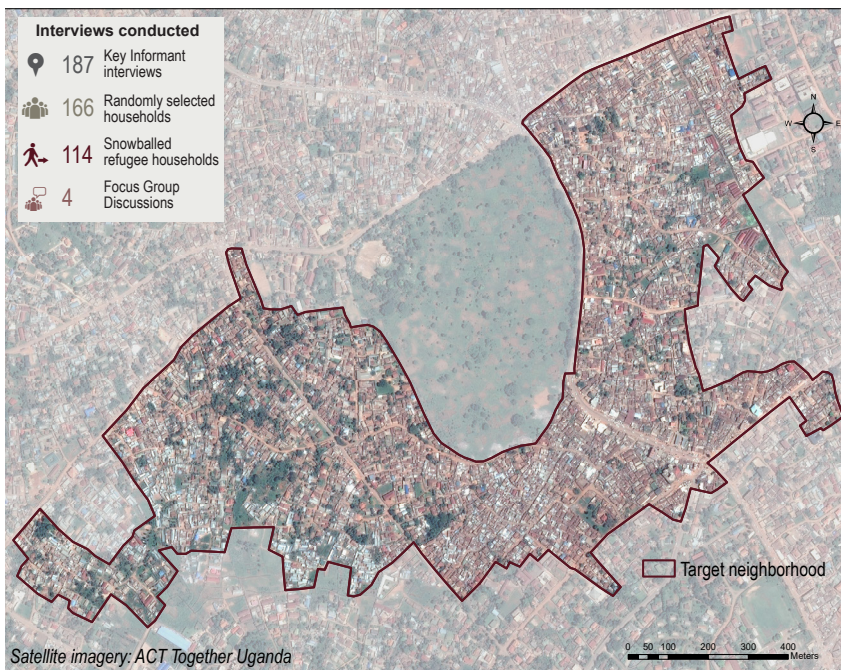


### CONTEXT

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 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.

<sup>1</sup> Grandi praises Uganda's 'model' treatment of refugees, urges regional leaders to make peace  
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<sup>3</sup> Uganda National Bureau of Statistics, National Census, 2014

<sup>4</sup> 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 interviews<sup>1</sup> 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.

<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 from other locations in the country.

## DEMOGRAPHICS

40,000

Estimated number of inhabitants in Nakulabye<sup>2</sup>

4.2

Average number of people per household

37%

Of households are headed by a female.

### Proportion of households by reported status:



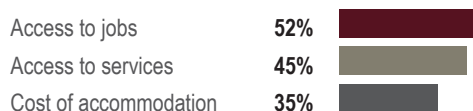
93% National residents

6% Refugees

1% Foreigners and migrants<sup>3</sup>

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

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

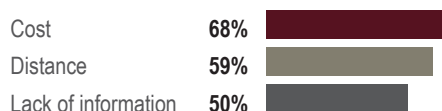


## ACCESS TO SERVICES

### Perception of quality and accessibility of services:









### Most common barriers to service accessibility reported by households for which access to services is difficult:<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:

-  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

<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 Nakulabye:

8	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> .
9	Primary schools	
2	Secondary schools	

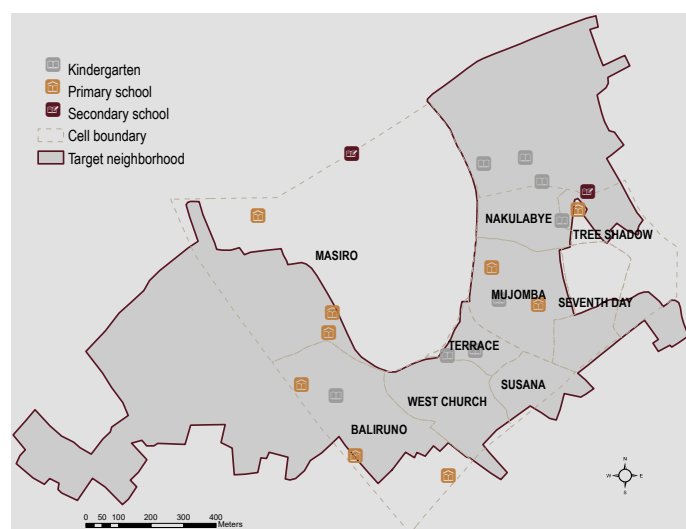
School attendance:

**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.<sup>1</sup> **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:

<b>28%</b>	Of households reported education as their largest expense.
<b>17%</b>	Of households were willing to spend more on education costs. <sup>2</sup>

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



## HEALTH

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

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:<sup>3</sup>

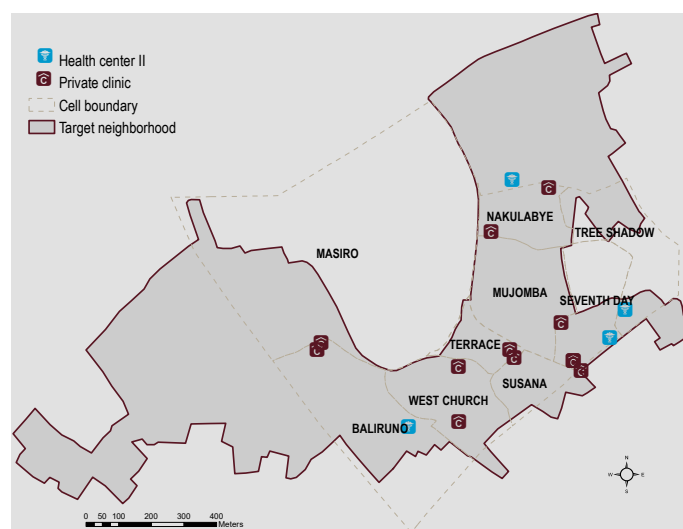
Cost	70%
Distance	34%
Lack of medication	34%

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:

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

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



<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.

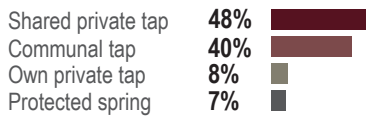
<sup>2</sup> Households declaring they would prioritise education or health expenses if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. [www.xe.com](http://www.xe.com), as of 16th July 2018.

<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, [xe.com](http://xe.com) as per 16th July 2018

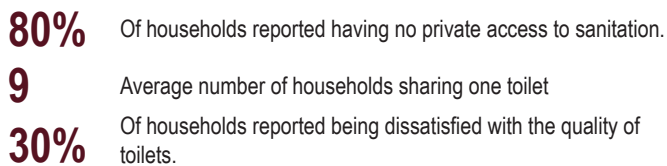
## WATER AND SANITATION

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

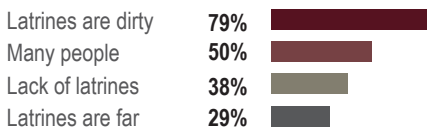


**10%** of households reported that the quality of these water sources was not good enough to drink. **33%** of communal taps were constructed directly by the community, according to water points Key Informants.

### Access to sanitation reported by households:

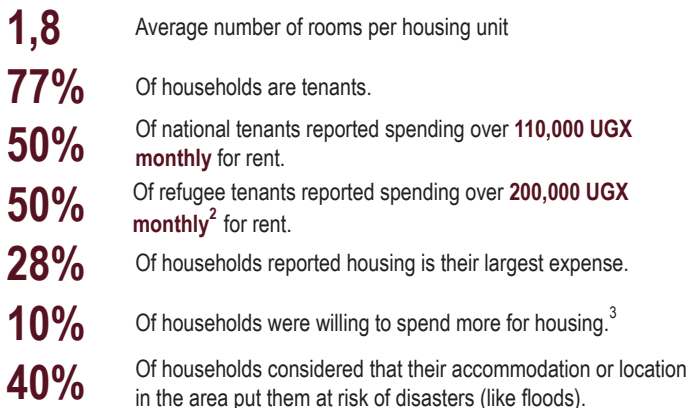


### Most common issues with sanitation reported by households:<sup>1</sup>

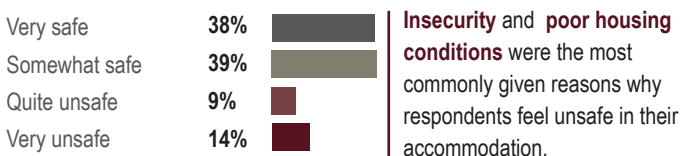


## HOUSING LAND AND PROPERTY

### Housing conditions reported by households:



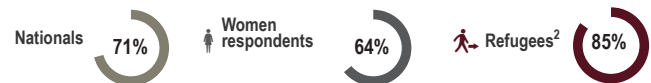
### Perception of housing safety reported by households:



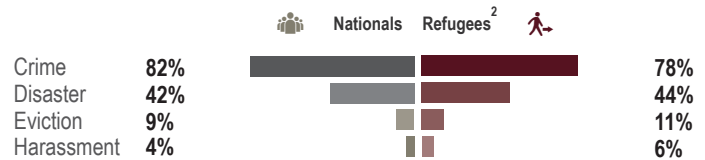
**10%** of households considered that forced evictions are common in Nakulabye. **17%** reported they have been directly threatened of eviction in the year prior to the assessment.

## PROTECTION & SOCIAL COHESION

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

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

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

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

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

Among respondents who reported that access to justice is difficult,<sup>5</sup> **59%** mentioned cost as a major barrier, and **37%** 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 113 and 124 respondents.

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

<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.

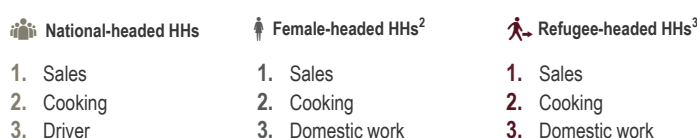


## \$ INCOME

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



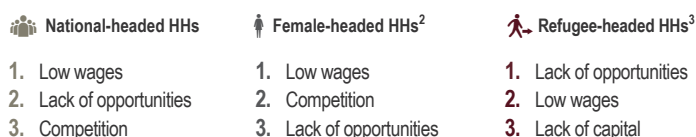
Most common sources of income reported by households:<sup>1</sup>



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



Most common barriers to work reported by households:



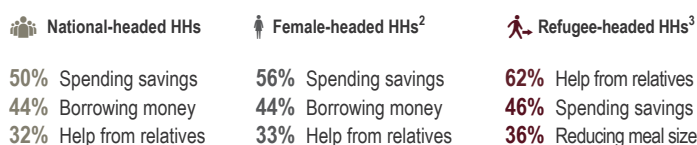
Proportion of households which reported they can not afford basic services:



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	1.9	56%	28%	3%
Female-headed HHs <sup>2</sup>	2.1	57%	34%	2%
Refugee-headed HHs <sup>3</sup>	2.4	58%	33%	7%

Most common coping strategies used by households:



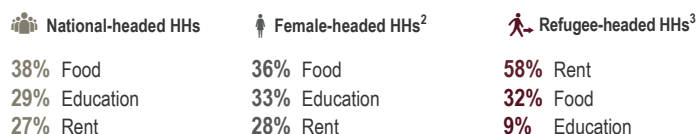
<sup>1</sup> In the month prior to the assessment

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

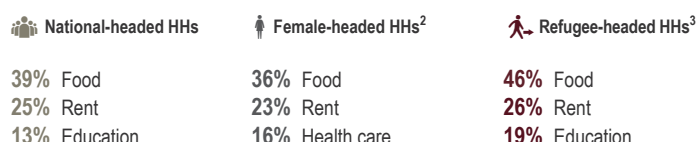
<sup>3</sup> These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

## \$ 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:

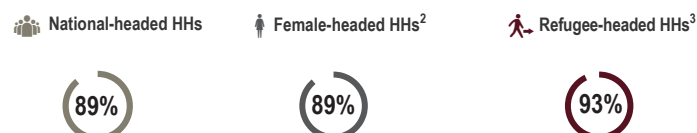


Specific considerations regarding refugee households:

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.<sup>4</sup>

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.

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

# KOSOVO NEIGHBORHOOD PROFILE

## Urban community assessment

Kampala, Uganda - July 2018



Funded by  
European Union  
Civil Protection and  
Humanitarian Aid

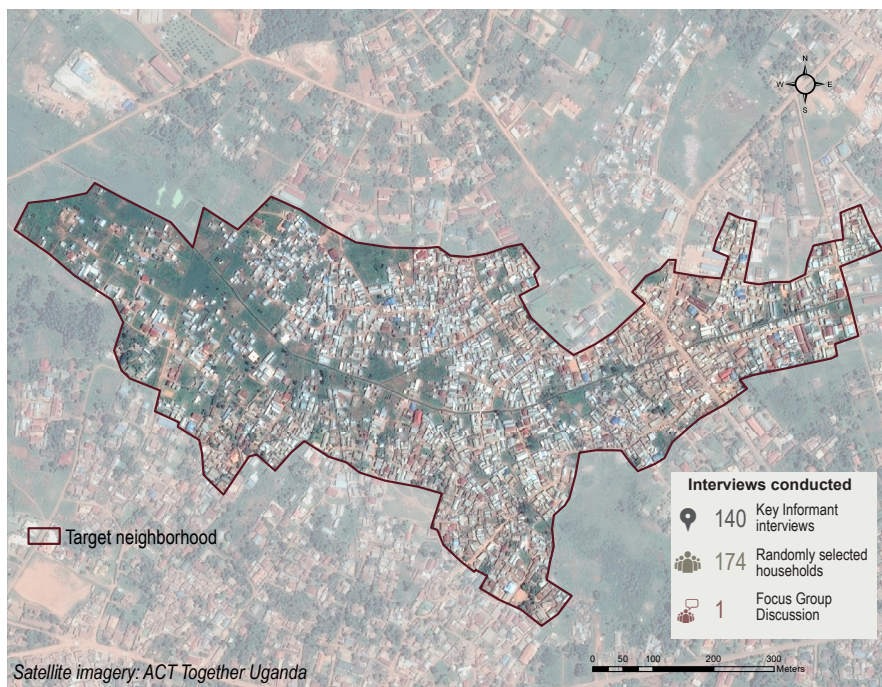


## CONTEXT

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-standards 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 precarious 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 Kosovo, along with eight other neighborhoods in Kampala, between February and June 2018.

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



### Overview of Kosovo neighborhood

Kosovo is a vulnerable urban neighborhood in Kampala. It lies in Rubaga Division. The neighborhood comprises 5 cells, the lowest administrative unit for urban settings in Uganda. It is home to vulnerable socio-economic population groups.

## KEY FINDINGS

In the neighborhood of Kosovo, 33% of households reported that the quality of basic services available to them including schools, public health centres and shared sanitation facilities was poor. Poor sanitation is a major concern reported by residents and community leaders. 63% of households do not have access to private toilets, while poor waste management resulting into blockages of drainage channels is reported by community leaders as a key public concern, contributing to increased risks of floods.

In Kosovo, residents reported that cost and distance were the major barriers limiting them to access basic services. For example, most households are more likely to go to private health centres because the available public health centres are very far. The lack of income is a key concern reported for female-headed households as school-aged children from such households are more likely not to attend school due to lack of school fees. In face of financial difficulties, most households in Kosovo prefer relying on their savings in order for them to afford basic services. The biggest challenge faced by residents of Kosovo is insecurity followed by lack of economic opportunities.

<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 Kosovo, 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 Kosovo, located both inside and outside the neighborhood. On 15th February 2018, 155 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.

### Phase 2: Household surveys with resident households

The second phase of data collection aimed at assessing access to services and socio-economic characteristics of refugees and host community residing in Kosovo. During Phase 2 undertaken on 9th March 2018, 170 household interviews<sup>1</sup> were administered to randomly selected households (HHs), including all population groups residing in Kosovo. This random household sample captured 4 refugee households, 46 female-headed households and 131 female respondents. Given the low proportion of refugee households among the resident population of Kosovo, the third phase of the survey which aimed at collecting more information about refugees specifically, was not conducted in Kosovo, but focused on other neighborhoods that have a higher concentration of refugees, namely Katwe II, Kansanga, Mengo, Nakulabye and Kisenyi III.

### Phase 5: Focus Group Discussions with community leaders

Focus group discussions (FGDs) with refugees undertaken during phase 4 in other neighborhoods were not conducted in Kosovo, as the random household survey demonstrated that this population group tends to concentrate in higher numbers in other neighborhoods. 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 20th June 2018. During this exercise, community leaders shared their views to prioritize needs and future interventions in Kosovo.

### Limitations

Findings from the household survey is meant to illustrate the specific situation of various population groups residing in Kosovo. As the number of refugees identified through the random sampling technique is too small to allow representativeness, the findings will not be disaggregated for this population group in the analysis. 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.

## DEMOGRAPHICS

33,200

Estimated number of inhabitants in Kosovo<sup>2</sup>

4.6

Average number of people per household

27%

Of households are headed by a female.

### Proportion of households by reported status:

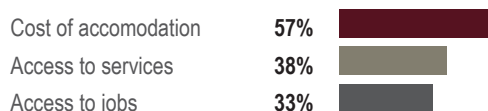


98% National residents

2% Refugees

0% Foreigners and migrants<sup>3</sup>

### Most common reasons reported by households for choosing to settle in Kosovo:<sup>4</sup>

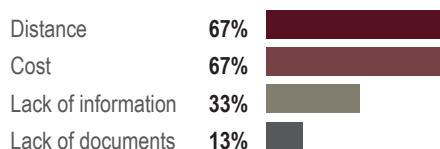


## ACCESS TO SERVICES

### Perception of quality and accessibility of services:



### Most common barriers to service accessibility reported by households who reported access is difficult:<sup>4,5</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
- Improvement of the routine garbage collection system and sites
- Stock public health centres with medical supplies
- Increase the number of schools and vocational centres
- Support the creation of small businesses for low-skilled residents
- Construction of social houses to cater for the most vulnerable

<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 from other locations in the country.

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

<sup>5</sup> Due to a small sample size, results for this indicator are indicative.



## EDUCATION

Existing education facilities accessed by residents of Kosovo:

<b>10</b>	Nursery schools	Key Informants for education facilities reported that <b>overcrowded classrooms</b> was the main challenge for schools, followed by <b>lack of school materials</b> .
<b>13</b>	Primary schools	
<b>3</b>	Secondary schools	

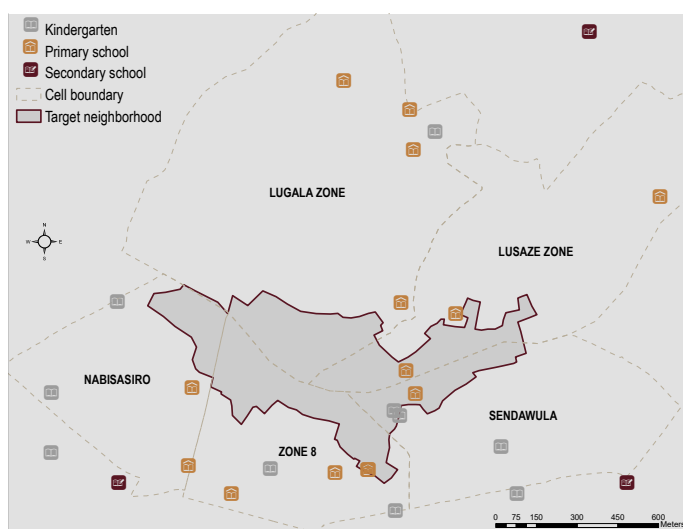
School attendance:

**2%** of primary school-aged children (7-12 years old) residing in Kosovo were not attending school, as well as **13%** of secondary school-aged children (13-17 years old), as revealed by the random household survey. **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:

<b>33%</b>	Of households reported education as their largest expense.
<b>21%</b>	Of households were willing to spend more on education costs. <sup>1</sup>

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



## HEALTH

Most commonly used health care providers by households:<sup>2</sup>

Public Health centre	28%		<b>35%</b> Of health centres <b>had no professional doctor</b> among their staff according to Key Informants.
Private Health centre	59%		
Hospital	37%		
Pharmacy	10%		

Most commonly reported issues in accessing health care for households:<sup>2</sup>

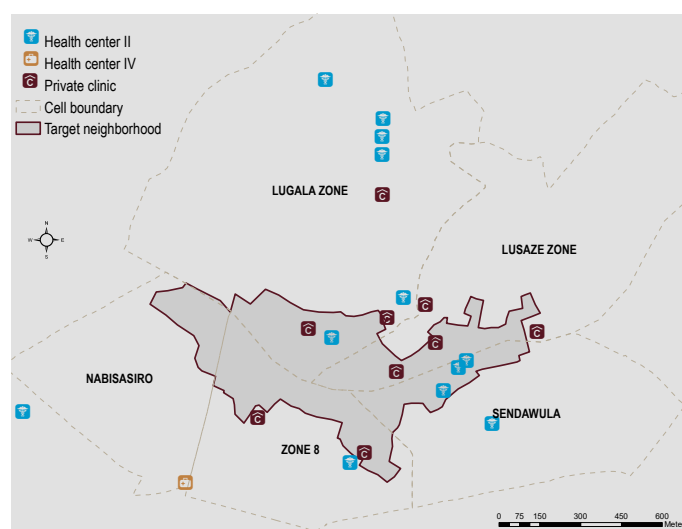
Cost	65%	
Distance	42%	
Lack of medication	32%	

Community leaders reported that most residents of Kosovo go to private health centres because the quality of medical care is better in private clinics than in public facilities, which lack medical supplies, qualified staff and are congested.

Importance of health expenses in households' budget:

<b>79,000 UGX</b>	Average household expenditure for medical care in the last 90 days <sup>3</sup>
<b>2%</b>	Of households were willing to spend more on health care. <sup>1</sup>

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



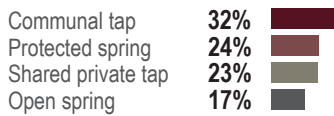
<sup>1</sup> Households declaring they would prioritise education or health expenses if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. www.xe.com, as of 16th July 2018.

<sup>2</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

<sup>3</sup> 1 USD = 3,688 UGX and 1 EUR = 4,328 UGX, xe.com as per 16nd July 2018

## WATER AND SANITATION

### Primary drinking water sources used by households:



**12%** of households reported that the quality of these water sources was not good enough to drink. **100%** of communal taps were constructed directly by the community, according to water points Key Informants.

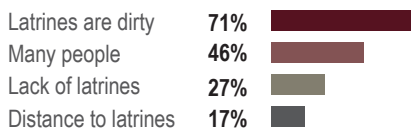
### Access to sanitation reported by households:

**63%** Of households reported having no private access to sanitation.

**7** Average number of households sharing one toilet

**28%** Of households reported being dissatisfied with the quality of toilets.

### Most common issues with sanitation reported by households:



## HOUSING LAND AND PROPERTY

### Housing conditions reported by households:

**1,8** Average number of rooms per housing unit

**59%** Of households are tenants.

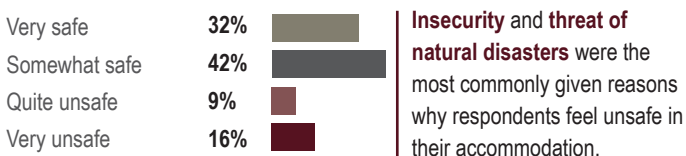
**50%** Of national tenants reported spending over **80,000 UGX** monthly for rent.

**22%** Of households reported housing is their largest expense.

**5%** Of households were willing to spend more for housing.<sup>2</sup>

**15%** 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:



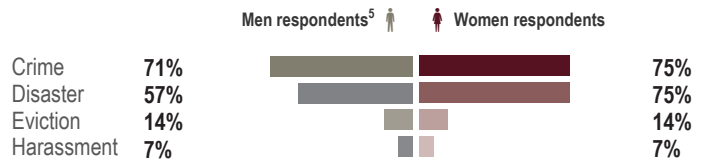
**24%** of households considered that forced evictions are common in Kosovo. **21%** reported they have been directly threatened of eviction in the year prior to the assessment. Lack of awareness of tenancy right is a major cause of eviction according to community leaders.

## PROTECTION & SOCIAL COHESION

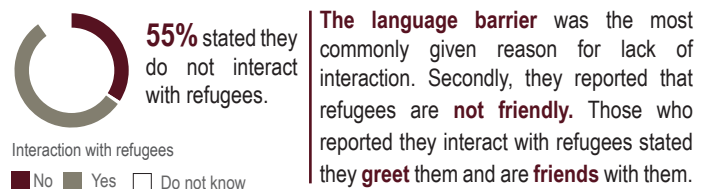
### Proportion of respondents who declared they feel safe:<sup>3</sup>



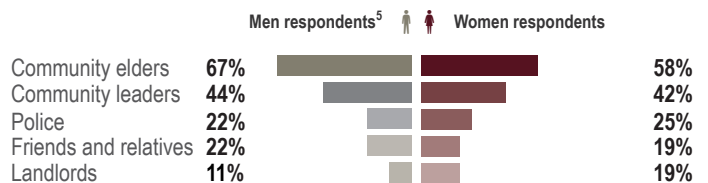
### Most common reasons why respondents reported feeling unsafe:<sup>1-3-4-6</sup>



### Dynamics of social cohesion with refugees reported by Ugandan respondents:<sup>3</sup>



### Most common interlocutors chosen by respondents who seek support to deal with a safety issue:<sup>1-3-6</sup>

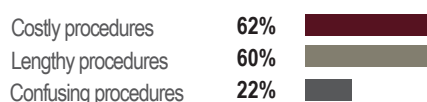


## LEGAL ASSISTANCE

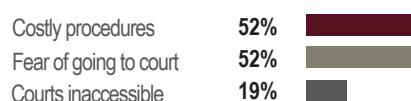
### Challenges to access legal entitlement and formal justice mechanisms reported by respondents:

**46%** of respondents reported that obtaining official documents is difficult, while **37%** shared a similar opinion about access to formal justice mechanisms.

### Most common factors of difficulty to access legal entitlement reported by respondents:<sup>1-4-6</sup>



### Most common factors of difficulty to access formal justice mechanisms reported by respondents:<sup>1-4-6</sup>



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

<sup>2</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>3</sup> These indicators reflect the respondents' perception of their safety rather than this of the household they belong to. For this reason, this indicator relates to the gender of the respondents rather than to the gender of the household's head.

<sup>4</sup> Among respondents who reported they do not feel safe or find access to legal documents or access to justice difficult. As the sample sizes for this indicator are small, results are indicative.

<sup>5</sup> Men respondents comprise 23% of all respondents for Kosovo, with 39 cases. As the sample size for this category of respondent is small, results are indicative.

<sup>6</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>

Male-headed HHs

140,000

Female-headed HHs<sup>2</sup>

100,000

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

Male-headed HHs

1. Sales
2. Driver
3. Construction

Female-headed HHs<sup>2</sup>

1. Sales
2. Cooking
3. Domestic work / Tailor

Proportion of households which reported earning no income:<sup>2</sup>

Male-headed HHs

1%

Female-headed HHs<sup>2</sup>

6%

Most common barriers to work reported by households:

Male-headed HHs

1. Low income
2. Lack of opportunities
3. Competition

Female-headed HHs<sup>2</sup>

1. Lack of opportunities
2. Competition
3. Lack of capital and low income

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

Male-headed HHs

51%

Female-headed HHs<sup>2</sup>

63%

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+)
Overall	1.8	57%	22%	3%
Female-headed HHs <sup>2</sup>	2.1	63%	24%	7%
Male-headed HHs	1.7	56%	22%	2%

Most common coping strategies used by households:

Male-headed HHs

- 42% Spending savings
- 41% Borrowing money
- 30% Help from relatives

Female-headed HHs<sup>2</sup>

- 50% Borrowing money
- 50% Spending savings
- 35% Help from relatives

## \$ EXPENDITURE

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

Male-headed HHs

- 39% Food
- 33% Education
- 20% Rent

Female-headed HHs<sup>2</sup>

- 35% Food
- 35% Education
- 26% Rent

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

Male-headed HHs

- 37% Food
- 23% Rent
- 15% Education

Female-headed HHs<sup>2</sup>

- 46% Food
- 20% Rent
- 13% Education

## NGO ASSISTANCE

Proportion of households reporting a need for assistance:

Male-headed HHs



Female-headed HHs<sup>2</sup>



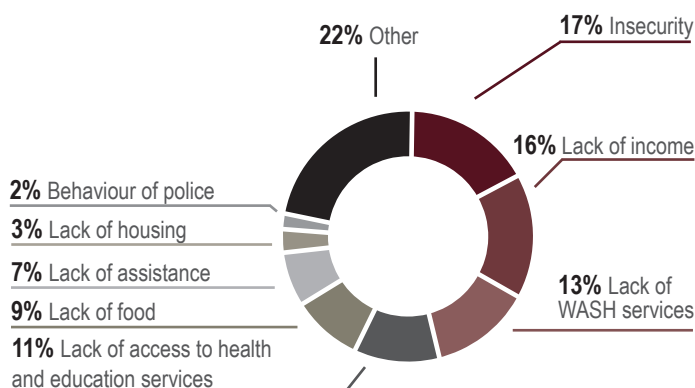
Preferred kind of assistance reported by households:<sup>3</sup>

	Male-headed HHs	Female-headed HHs <sup>2</sup>
Food items	32%	31%
School fees	32%	51%
Housing	27%	25%
Business training	27%	15%
Credit	22%	24%

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 Kosovo. Respectively **52%** and **63%** of households mentioned these types of assistance among their preferred modes of assistance.<sup>3</sup>

Challenges faced by the community in Kosovo reported by households:



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

<sup>2</sup> Female-headed households represent 27% of the total random sample in Kosovo, with 46 cases. Due to small sample size, these findings are indicative only.

<sup>3</sup> The total percentage exceeds 100% as respondents could give multiple answers to the question.



# BWAISE II NEIGHBORHOOD PROFILE

Urban community assessment  
Kampala, Uganda - July 2018



Funded by  
European Union  
Civil Protection and  
Humanitarian Aid

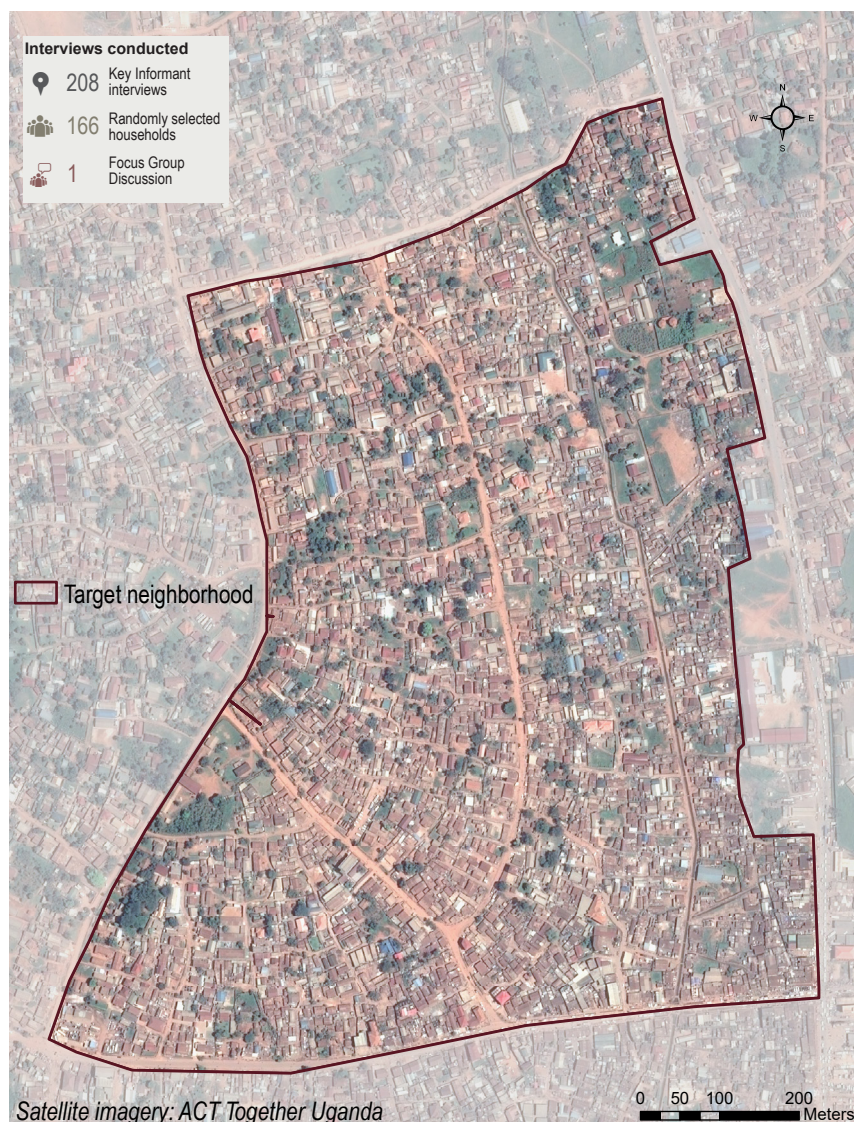


## CONTEXT

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-standards 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 precarious 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 Bwaise II, along with eight other neighborhoods in Kampala, between February and June 2018.

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



### Overview of Bwaise II neighborhood

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

## KEY FINDINGS

In Bwaise II, 23% 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. 76% of households do not have access to private toilets, while poor waste management resulting into blockages of drainage channels is reported by community leaders as a key public concern, contributing to increased risks of floods.

The lack of income is a major concern reported by all population groups. As a consequence, the cost of services is commonly reported as a barrier to access basic services. For example, in Bwaise II, residents reported that they preferred to go to private health centres for health care because of the cost involved and lack of medicine in the available public health centres. Female-headed households are less wealthy than their male counterparts, regardless of their status. In face of financial difficulties, most households in Bwaise II prefer relying on their savings in order to afford basic services.

The biggest challenge reportedly faced by residents of Kosovo is insecurity.

<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, 2018

## METHODOLOGY

To measure the dynamics of access to and delivery of basic services in the neighborhood of Bwaise 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 Bwaise II, located both inside and outside the neighborhood. On 19th February 2018, 208 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.

### Phase 2: Household surveys with resident households

The second phase of data collection aimed at assessing access to services and socio-economic characteristics of refugees and host communities residing in Bwaise II. During Phase 2 undertaken on 15th March 2018, 166 household interviews<sup>1</sup> were administered to randomly selected households (HHs), including all population groups residing in Bwaise II. This random household sample captured 4 refugee households, 60 female-headed households and 120 female respondents. Given the low proportion of refugee households among the resident population of Bwaise II, the third phase of the survey which aimed at collecting more information about refugees specifically, was not conducted in Bwaise II, but focused on other target neighborhoods that have a higher concentration of refugees, namely Katwe II, Kansanga, Mengo, Nakulabye and Kisenyi III.

### Phase 5: Focus Group Discussions with community leaders

Focus group discussions (FGDs) with refugees undertaken during phase 4 in other neighborhoods were not conducted in Bwaise II, as the random household survey demonstrated that this population group tends to concentrate in higher numbers in other neighborhoods. 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 22nd June 2018. During this exercise, community leaders shared their visions to prioritize needs and future interventions in Bwaise II.

### Limitations

Findings from the household surveys are meant to illustrate the specific situation of various population groups residing in Bwaise II. As the number of refugees identified through the random sampling technique is too small to allow representativeness, the findings will not be disaggregated for this population group in the analysis. 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.

## DEMOGRAPHICS

33,200

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

3.9

Average number of people per household

36%

Of households are headed by a female.

### Proportion of households by reported status:

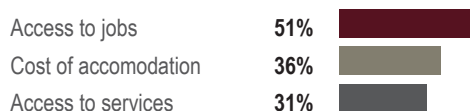


97% National residents

2% Refugees

1% Foreigners and migrants<sup>3</sup>

### Most common reasons reported by households for choosing to settle in Bwaise II:<sup>4</sup>

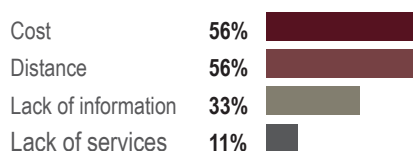


## ACCESS TO SERVICES

### Perception of quality and accessibility of services:



### Most common barriers to service accessibility reported by households who reported access is difficult:<sup>4,5</sup>



## PRIORITY NEEDS

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

- 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
- Support the creation of small businesses for the youth
- Sensitize the population on good hygiene for sanitation and water

<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 from other locations in the country.

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

<sup>5</sup> Due to a small sample size, results for this indicator are indicative.



## EDUCATION

Existing education facilities accessed by Bwaise II residents:

9	Nursery schools
16	Primary schools
2	Secondary schools

Key Informants for education facilities reported that **lack of access to school materials** was the main challenge for schools, followed by **overcrowded classrooms**.

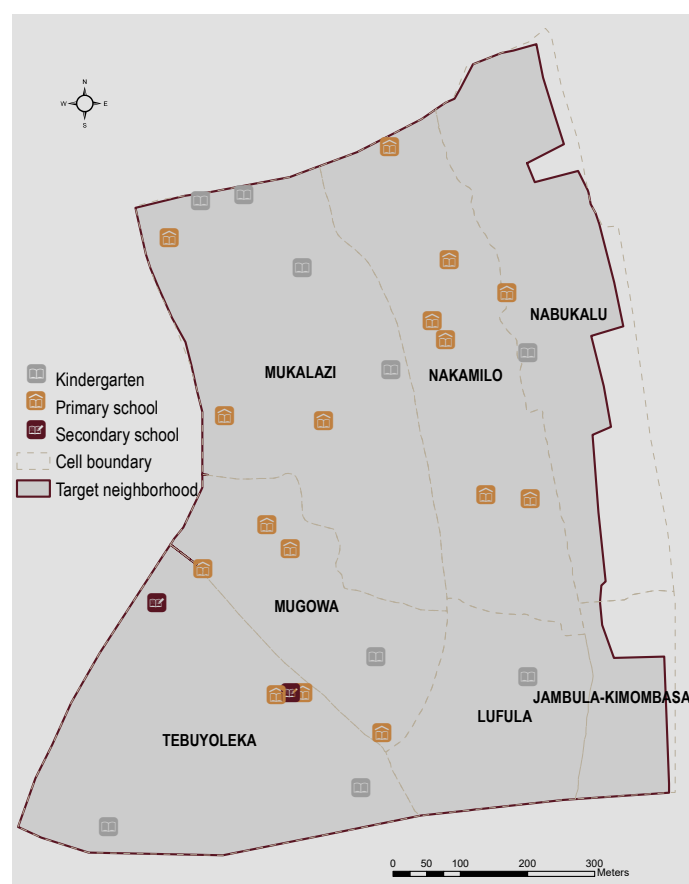
School attendance:

**1%** of primary school-aged children (7-12 years old) residing in Bwaise II were not attending school, as well as **12%** of secondary school-aged children (13-17 years old), as revealed by the random household survey. **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>29%</b>	Of households reported education as their largest expense.
<b>18%</b>	Of households were willing to spend more on education costs. <sup>1</sup>

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



## HEALTH

Most commonly used health care providers by households:<sup>2</sup>

Public Health centre	37%
Private Health centre	52%
Hospital	29%
Pharmacy	14%

**26%** Of health centres had **no professional doctor** among their staff according to Key Informants.

Most commonly reported issues in accessing health care for households:<sup>2</sup>

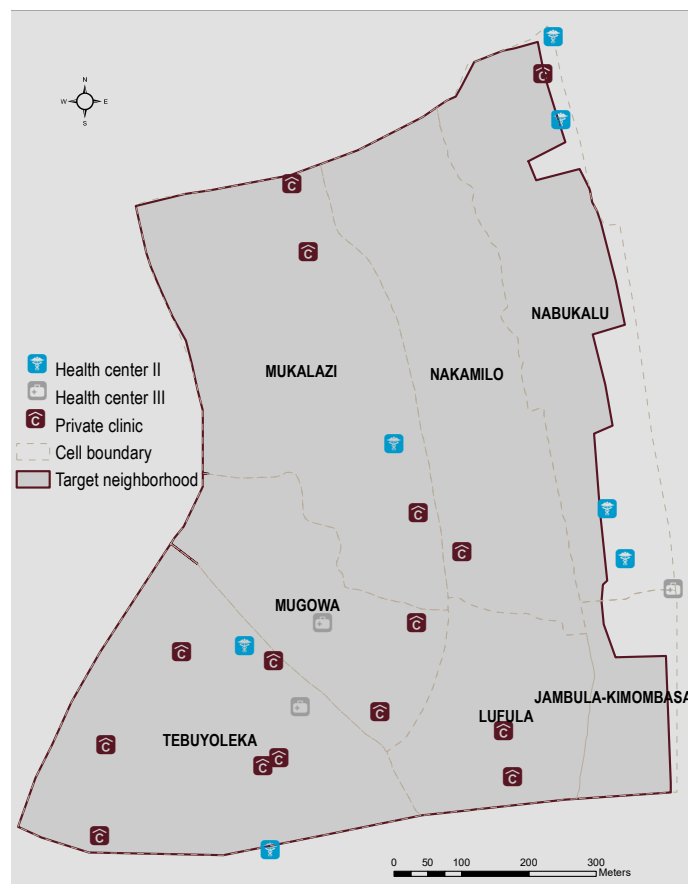
Cost	46%
Lack of medication	59%
distance	28%

Community leaders reported that most residents of Bwaise II go to private health centres because the quality of medical care is reportedly better in private clinics than in public facilities, which lack medical supplies, qualified staff and are congested.

Importance of health expenses in households' budget:

<b>81,000 UGX</b>	Average household expenditure for medical care in the last 90 days <sup>3</sup>
<b>6%</b>	Of households were willing to spend more on health care. <sup>1</sup>

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



<sup>1</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, as of 16th July 2018.

<sup>2</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

<sup>3</sup> 1 USD = 3,688 UGX and 1 EUR = 4,328 UGX, xe.com as per 16nd July 2018



## WATER AND SANITATION

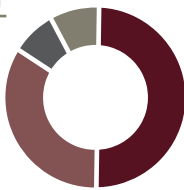
Primary drinking water sources used by households:<sup>1</sup>

50% Communal tap

8% Protected spring

8% Own private tap

34% Shared private tap



4% of households reported that the quality of these water sources was not good enough to drink. 36% of communal taps were constructed directly by the community, according to water points Key Informants.

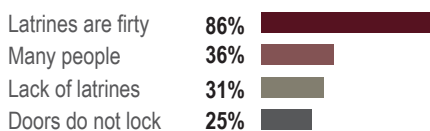
Access to sanitation reported by households:

76% Of households reported having no private access to sanitation.

10 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:<sup>1</sup>



## HOUSING LAND AND PROPERTY

Housing conditions reported by households:

1,9 Average number of rooms per housing unit

75% Of households are tenants.

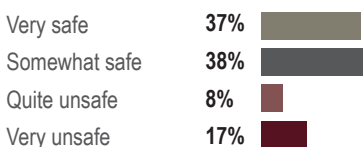
50% Of national tenants reported spending over 100,000 UGX monthly for rent.

30% Of households reported housing is their largest expense.

15% Of households were willing to spend more for housing.<sup>2</sup>

26% 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.

14% of households considered that forced evictions are common in Bwaise.

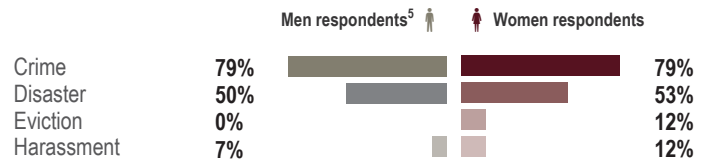
9% reported they have been directly threatened of eviction in the year prior to the assessment. Lack of awareness of tenancy right is a major cause of eviction according to community leaders.

## PROTECTION & SOCIAL COHESION

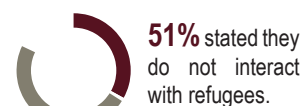
Proportion of respondents who declared they feel safe:<sup>3</sup>



Most common reasons why respondents reported feeling unsafe:<sup>1-3-4-6</sup>



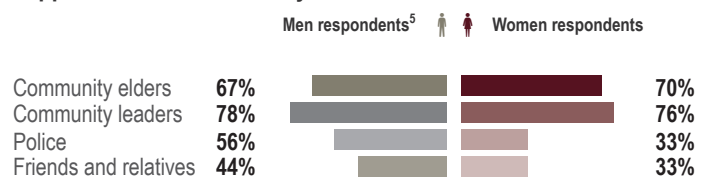
Dynamics of social cohesion with refugees reported by Ugandan respondents:



Interaction with refugees  
☒ No ☒ Yes ☐ Do not know

The language barrier was the most commonly reported reason for lack of interaction. Secondly, nationals reported that refugees are **not friendly**. Those who reported they interact with refugees stated they **greet** them and are **friends** with them.

Most common interlocutors chosen by respondents who seek support to deal with a safety issue:<sup>1-3-6</sup>

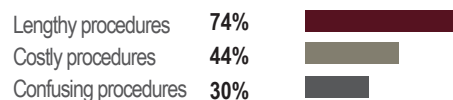


## LEGAL ASSISTANCE

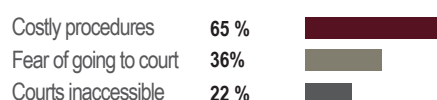
Challenges to access legal entitlement and formal justice mechanisms reported by respondents:

40% of respondents reported that obtaining official documents is difficult, while 40% shared a similar opinion about access to formal justice mechanisms.

Most common factors of difficulty to access legal entitlement reported by respondents:<sup>1-4-6</sup>



Most common factors of difficulty access to formal justice mechanisms reported by respondents:<sup>1-4-6</sup>



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

<sup>2</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>3</sup> These indicators reflect the respondents' perception of their safety rather than this of the household they belong to. For this reason, this indicator relates to the gender of the respondents rather than to the gender of the household's head.

<sup>4</sup> Among respondents who reported they do not feel safe or find access to legal entitlement or access to formal justice difficult. As the sample sizes for this indicator are small, results are indicative.

<sup>5</sup> Men respondents comprise 27% of all respondents for Bwaise II, with 46 cases. As the sample size for this category of respondent is small, results are indicative.

<sup>6</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>3</sup>

Male-headed HHs

150,000

Female-headed HHs<sup>2</sup>

120,000

Most common sources of income reported by households:<sup>2</sup>

Male-headed HHs

1. Sales
2. Driver
3. Mechanic

Female-headed HHs<sup>2</sup>

1. Sales
2. Cooking
3. Hairdresser

Male-headed HHs

2%

Female-headed HHs<sup>2</sup>

7%

Most common barriers to work reported by households:

Male-headed HHs

1. Low income
2. Lack of opportunities
3. Competition

Female-headed HHs<sup>2</sup>

1. Low income
2. Competition
3. Lack of opportunities

Proportion of households which reported they can not afford

Male-headed HHs

58%

Female-headed HHs<sup>2</sup>

58%

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+)
Overall	2	45%	33%	3%
Female-headed HHs <sup>2</sup>	2.2	42%	35%	7%
Male-headed HHs	1.9	45%	33%	1%

Most common coping strategies used by households:

Male-headed HHs

- 50% Spending savings
- 37% Borrowing money
- 33% Help from relatives

Female-headed HHs<sup>2</sup>

- 57% Spending savings
- 52% Help from relatives
- 37% Borrowing money

## \$ EXPENDITURE

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

Male-headed HHs

- 35%. Food
- 29%. Education
- 26%. Rent

Female-headed HHs<sup>2</sup>

- 35%. Rent
- 28%. Education
- 27%. Food

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

Male-headed HHs

- 41%. Food
- 26%. Rent
- 23%. Education

Female-headed HHs<sup>2</sup>

- 42%. Food
- 23%. Rent
- 15%. Education

## NGO ASSISTANCE

Proportion of households reporting a need for assistance:

Male-headed HHs

92%

Female-headed HHs<sup>2</sup>

88%

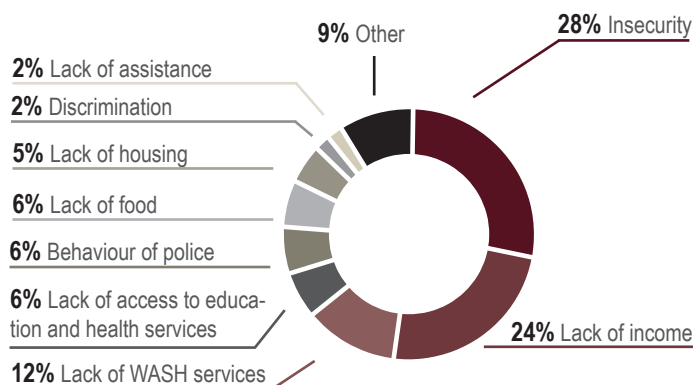
Preferred kind of assistance reported by households:

	Male-headed HHs	Female-headed HHs <sup>2</sup>
Food items	25%	34%
School fees	39%	53%
Housing	41%	28%
Business training	18%	22%
Credit	36%	35%

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 Bwaise II. Respectively **67%** and **61%** of households mentioned these types of assistance among their preferred modes of assistance.<sup>3</sup>

Challenges faced by the community in Bwaise II reported by households:



<sup>1</sup> Female-headed households represent 36% of the total random sample in Bwaise II, with 60 cases. Due to small sample size, these findings are indicative only.

<sup>2</sup> In the month prior to the assessment

<sup>3</sup> The total percentage exceeds 100% as respondents could give multiple answers to the question.



# KAZO ANGOLA NEIGHBORHOOD PROFILE

Urban community assessment  
Kampala, Uganda - July 2018



Funded by  
European Union  
Civil Protection and  
Humanitarian Aid

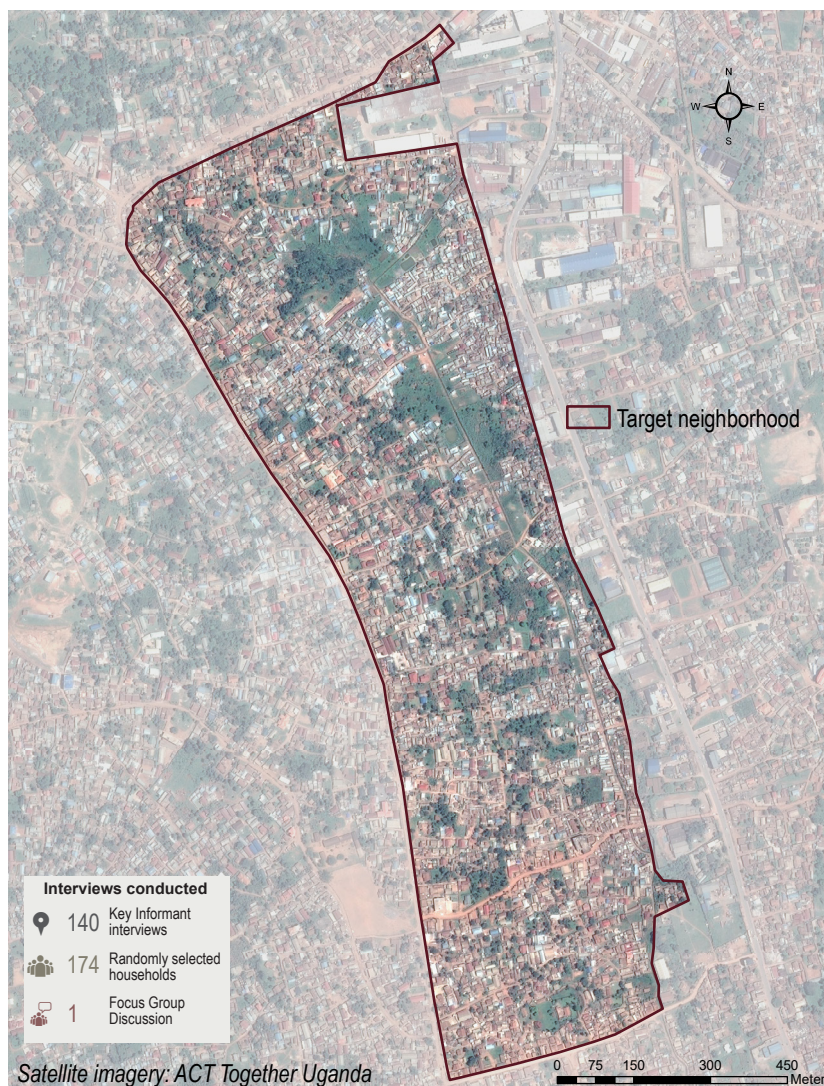


## CONTEXT

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 settled within its boundaries.<sup>2</sup> 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-standards 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 precarious 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 Kazo Angola, along with eight other neighborhoods in Kampala, between February and June 2018.

Map 1: Overview of the neighborhood of Kazo Angola and of the survey methodology used



### Overview of Kazo Angola neighborhood

Kazo Angola is a vulnerable urban neighborhood in Kampala. It lies in Kawempe Division. The neighborhood comprises 3 cells, the lowest administrative unit for urban settings in Uganda. It is home to vulnerable socio-economic population groups, including refugees.

## KEY FINDINGS

In Kazo Angola, 25% of households reported that the quality of basic services available to them including schools, public health centres and shared sanitation facilities was poor. Poor sanitation is a major concern reported by residents and community leaders. 77% of households do not have access to private toilets, while poor waste management resulting into blockages of drainage channels is reported by community leaders as a key public concern, contributing to increased risks of floods in Kazo Angola.

The lack of income is a major concern reported by all population groups. As a consequence, the cost of services is commonly reported as a barrier to access basic services. For example, in Kazo Angola, most residents reported that they preferred to go to private health centres for health care because of the cost involved and lack of medicine in the available public health centres. Female-headed households are less wealthy than their male counterparts, regardless of their status. In face of financial difficulties, most households in Kazo Angola prefer relying on their savings in order to afford basic services. The biggest challenge faced by residents of Kazo Angola is insecurity.

<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, 2018



## METHODOLOGY

To measure the dynamics of access to and delivery of basic services in the neighborhood of Kazo Angola, 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 Kazo Angola, located both inside and outside the neighborhood. On 20th February 2018, 140 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.

### Phase 2: Household surveys with resident households

The second phase of data collection aimed at assessing access to services and socio-economic characteristics of refugees and host community residing in Kazo Angola. During Phase 2 undertaken on 16th March 2018, 174 household interviews<sup>1</sup> were administered to randomly selected households (HHs), including all population groups residing in Kazo Angola. This random household sample captured 2 refugee households, 53 female-headed households and 127 female respondents. Given the low proportion of refugee households among the resident population of Kazo Angola, the third phase of the survey which aimed at collecting more information about refugees specifically, was not conducted in Kazo Angola, but focused on other neighborhoods that have a higher concentration of refugees, namely Katwe II, Kansanga, Mengo, Nakulabye and Kisenyi III.

### Phase 5: Focus Group Discussions with community leaders

Focus group discussions (FGDs) with refugees undertaken during phase 4 in other neighborhoods were not conducted in Kazo Angola, as the random household survey demonstrated that this population group tends to concentrate in higher numbers in other neighborhoods. 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 25th June 2018. During this exercise, community leaders shared their views to prioritize needs and future interventions in Kazo Angola.

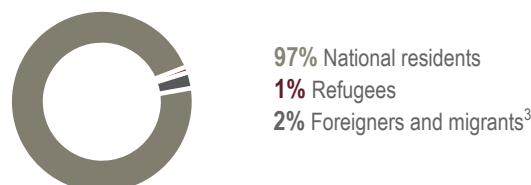
### Limitations

Findings from the household surveys are meant to illustrate the specific situation of various population groups residing in Kazo Angola. As the number of refugees identified through the random sampling technique is too small to allow representativeness, the findings will not be disaggregated for this population group in the analysis. 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.

## DEMOGRAPHICS

**30,000** Estimated number of inhabitants in Kazo Angola<sup>2</sup>  
**3.9** Average number of people per household  
**30%** Of households are headed by a female.

### Proportion of households by reported status:



### Most common reasons reported by households for choosing to settle in Kazo Angola:<sup>4</sup>

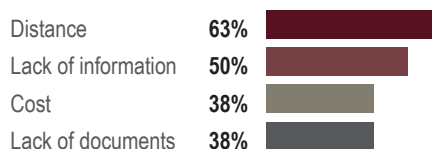


## ACCESS TO SERVICES

### Perception of quality and accessibility of services:



### Most common barriers to service accessibility reported by households who reported access is difficult:<sup>4,5</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
- Support the creation of small businesses for low-skilled residents
- Revive local defence units to reduce criminality
- Construction of additional pre-paid water taps

<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 from other locations in the country.

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

<sup>5</sup> Due to a small sample size, results for this indicator are indicative.



## EDUCATION

Existing education facilities accessed by residents of Kazo Angola:

7	Nursery schools
12	Primary schools
5	Secondary schools

Key Informants for education facilities reported that **overcrowded classrooms** was the main challenge for schools, followed by **lack of access to school materials**.

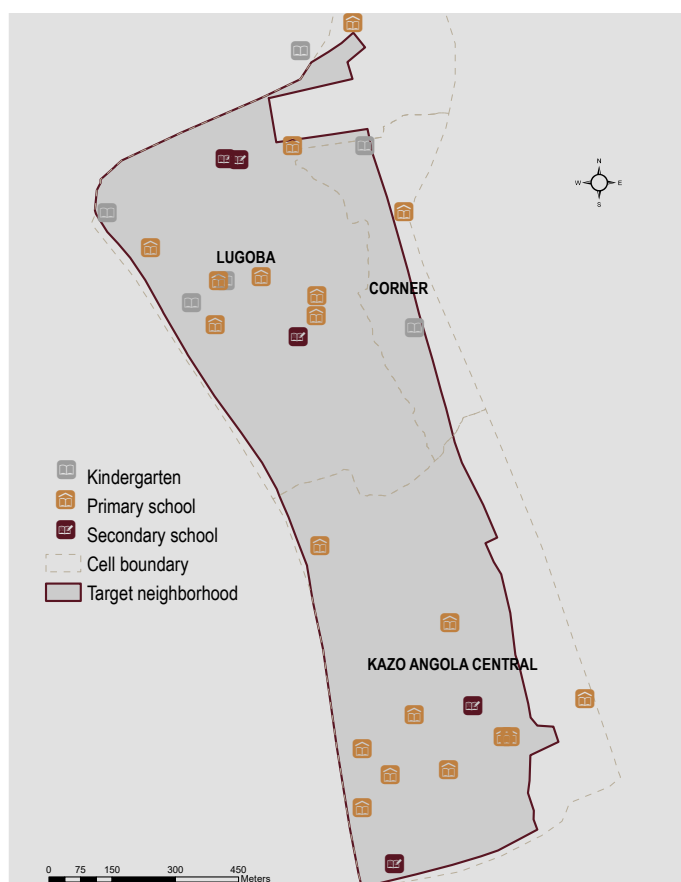
School attendance:

**4%** of primary school-aged children (7-12 years old) residing in Kazo Angola were not attending school, as well as **9%** of secondary school-aged children (13-17 years old), as revealed by the random household survey. **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>28%</b>	Of households reported education as their largest expense.
<b>23%</b>	Of households were willing to spend more on education costs. <sup>1</sup>

Map 2: Location of education facilities used by residents of Kazo Angola:



## HEALTH

Most commonly used health care providers by households:<sup>2</sup>

Public Health centre	36%
Private Health centre	56%
Hospital	41%
Pharmacy	12%

**32%** Of health centres **had no professional doctor** among their staff according to Key Informants.

Most commonly reported issues in accessing health care for households:<sup>2</sup>

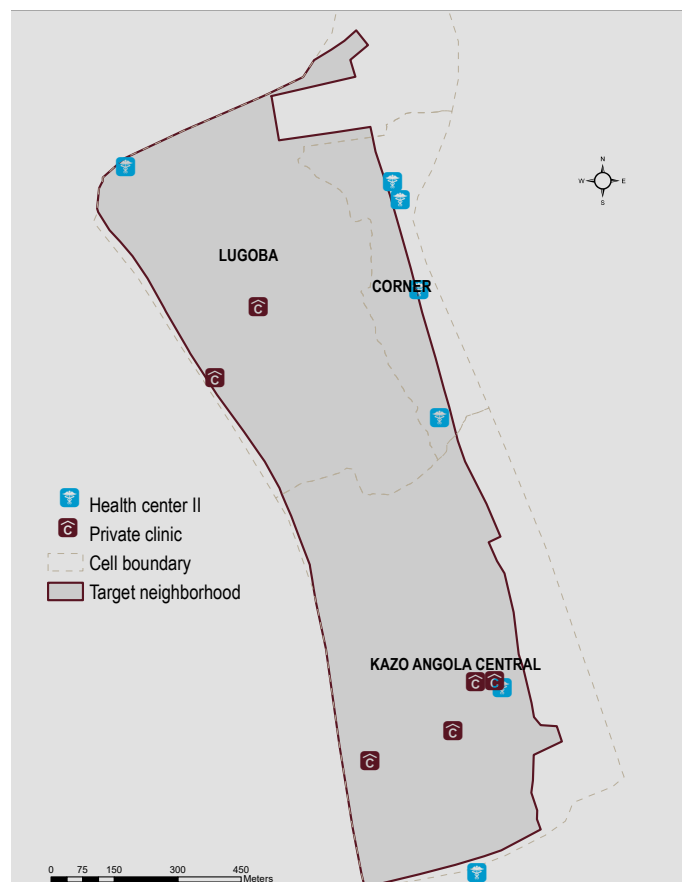
Cost	67%
Lack of medication	46%
Distance	26%

Community leaders reported that most residents of Kazo Angola go to private health centres because the quality of medical care is better in clinics than in public facilities, which lack supplies, qualified staff and are congested.

Importance of health expenses in households' budget:

<b>73,000 UGX</b>	Average household expenditure for medical care in the last 90 days <sup>3</sup>
<b>6%</b>	Of households were willing to spend more on health care. <sup>1</sup>

Map 3: Location of health facilities used by residents of Kazo Angola:



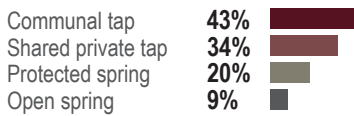
<sup>1</sup> Households declaring they would prioritise education or health expenses if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. www.xe.com, as of 16th July 2018.

<sup>2</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

<sup>3</sup> 1 USD = 3,688 UGX and 1 EUR = 4,328 UGX, xe.com as per 16nd July 2018

## WATER AND SANITATION

### Primary drinking water sources used by households:



9% of households reported that the quality of these water sources was not good enough to drink. 74% of communal taps were constructed directly by the community, according to water points Key Informants.

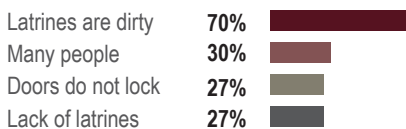
### Access to sanitation reported by households:

**77%** Of households reported having no private access to sanitation.

**6** Average number of households sharing one toilet

**20%** Of households reported being dissatisfied with the quality of toilets.

### Most common issues with sanitation reported by households:



## HOUSING LAND AND PROPERTY

### Housing conditions reported by households:

**2,1** Average number of rooms per housing unit

**69%** Of households are tenants.

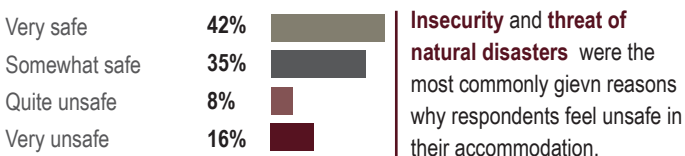
**50%** Of national tenants reported spending over **100,000 UGX** monthly for rent.

**31%** Of households reported housing is their largest expense.

**10%** Of households were willing to spend more for housing.<sup>2</sup>

**22%** 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:



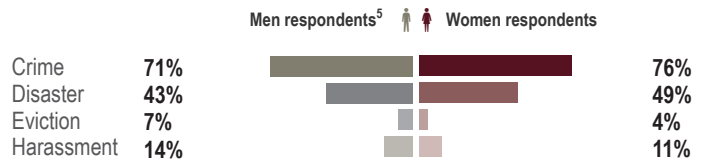
17% of households considered that forced evictions are common in Kazo Angola. 11% reported they have been directly threatened of eviction in the year prior to the assessment. Lack of awareness of tenancy right is a major cause of eviction according to community leaders.

## PROTECTION & SOCIAL COHESION

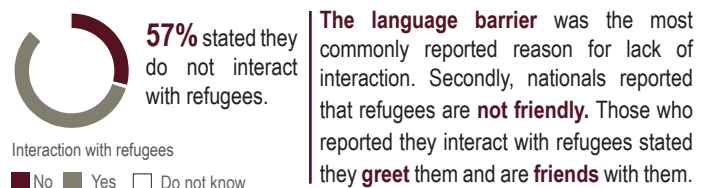
### Proportion of respondents who declared they feel safe:<sup>3</sup>



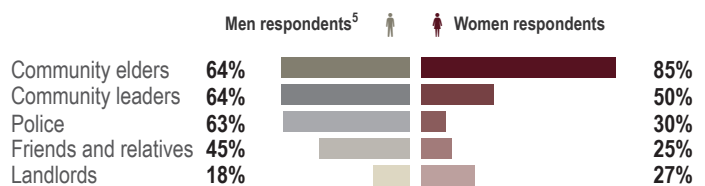
### Most common reasons why respondents reported feeling unsafe:<sup>1-3-4-6</sup>



### Dynamics of social cohesion with refugees reported by Ugandan respondents:



### Most common interlocutors chosen by respondents who seek support to deal with a safety issue:<sup>1-3-6</sup>

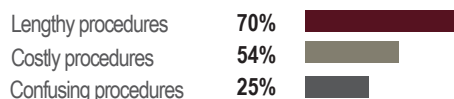


## LEGAL ASSISTANCE

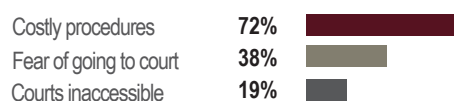
### Challenges to access legal entitlement and formal justice mechanisms reported by respondents:

**40%** of respondents reported that obtaining official documents is difficult, while **38%** shared a similar opinion about access to formal justice mechanisms.

### Most common factors of difficulty to access legal entitlement reported by respondents:<sup>1-4-6</sup>



### Most common factors of difficulty to access formal justice mechanisms reported by respondents:<sup>1-4-6</sup>



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

<sup>2</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>3</sup> These indicators reflect the respondents' perception of their safety rather than this of the household they belong to. For this reason, this indicator relates to the gender of the respondents rather than to the gender of the household's head.

<sup>4</sup> Among respondents who reported they do not feel safe or find access to legal entitlement or access to formal justice difficult. As the sample sizes for this indicator are small, results are indicative.

<sup>5</sup> Men respondents comprise 27% of all respondents for Kazo Angola, with 47 cases. As the sample size for this category of respondent is small, results are indicative.

<sup>6</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>

 Male-headed HHs

**140,000**

 Female-headed HHs<sup>2</sup>

**100,000**

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

 Male-headed HHs

1. Sales
2. Driver
3. Construction

 Female-headed HHs<sup>2</sup>

1. Sales
2. Cooking
3. Barber / Hairdresser / Tailor

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

 Male-headed HHs

**1%**

 Female-headed HHs<sup>2</sup>

**6%**

Most common barriers to work reported by households:

 Male-headed HHs

1. Low wages
2. Lack of opportunities
3. Lack of capital

 Female-headed HHs<sup>2</sup>

1. Low wages
2. Competition
3. Lack of capital

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

 Male-headed HHs

**58%**

 Female-headed HHs<sup>2</sup>

**64%**

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+)
Overall	2.1	57%	28%	5%
Female-headed HHs <sup>2</sup>	2.4	62%	26%	8%
Male-headed HHs	2.1	56%	28%	4%

Most common coping strategies used by households:

 Male-headed HHs

- 56% Spending savings
- 44% Borrowing money
- 39% Help from relatives

 Female-headed HHs<sup>2</sup>

- 57% Help from relatives
- 43% Borrowing money
- 40% Spending savings

## EXPENDITURE

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

 Male-headed HHs

- 37% Food
- 27% Education
- 27% Rent

 Female-headed HHs<sup>2</sup>

- 38% Rent
- 32% Education
- 21% Food

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

 Male-headed HHs

- 47% Food
- 16% Rent
- 15% Education

 Female-headed HHs<sup>2</sup>

- 45% Food
- 23% Health care
- 15% Rent

## ASSISTANCE

Proportion of households reporting a need for assistance:

 Male-headed HHs



 Female-headed HHs<sup>2</sup>



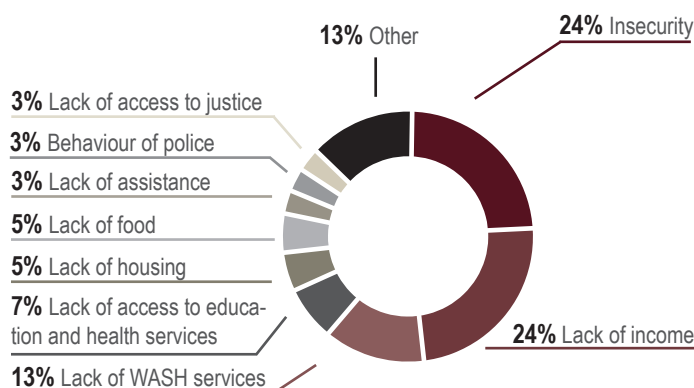
Preferred kind of assistance reported by households:

	Male-headed HHs	Female-headed HHs <sup>2</sup>
Food items	30%	31%
School fees	37%	52%
Housing	33%	32%
Business training	30%	21%
Credit	47%	40%

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 Kazo Angola. Respectively **68%** and **59%** of households mentioned these types of assistance among their preferred modes of assistance.<sup>3</sup>

Challenges faced by the community in Kazo Angola reported by households:



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

<sup>2</sup> Female-headed households represent 30% of the total random sample in Kazo Angola, with 53 cases. Due to small sample size, these findings are indicative only.

<sup>3</sup> The total percentage exceeds 100% as respondents could give multiple answers to the question.



# KAWEMPE I NEIGHBORHOOD PROFILE

## Urban community assessment

Kampala, Uganda - July 2018



Funded by  
European Union  
Civil Protection and  
Humanitarian Aid

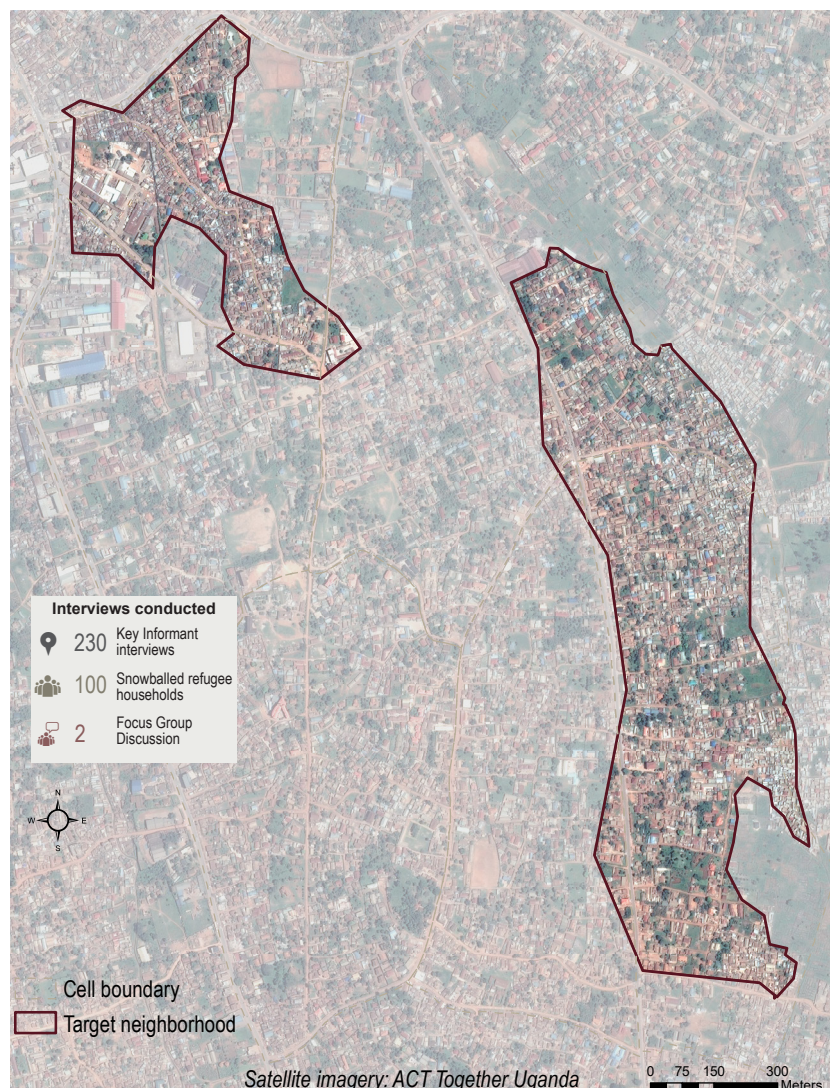


## CONTEXT

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 settled within its boundaries.<sup>2</sup> 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-standards 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 precarious 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 Kawempe I, along with eight other neighborhoods in Kampala, between February and June 2018.

Map 1: Overview of the neighborhood of Kawempe I and of the survey methodology used



### Overview of Kawempe I neighborhood

Kawempe I is a vulnerable urban neighborhood in Kampala. It lies in Kawempe Division. The neighborhood comprises 7 cells, the lowest administrative unit for urban settings in Uganda. It is home to vulnerable socio-economic population groups, including refugees.

## KEY FINDINGS

In Kawempe I, the research focused on assessing the needs of refugee households. Survey respondents were refugee households, who were identified through a snowballing sampling technique. The findings for this neighborhood are only indicative of the situation reported by refugee households, and should be considered as representative of the whole population residing in Kawempe I.

In Kawempe I, 17% of refugee households reported that the quality of basic services available to them including schools, public health centres and shared sanitation facilities was poor. Moreover, 26% of refugee households reported difficulties such as distance and cost as the most common barriers to accessing these services. For example, 51% of school aged children (7 – 17 years) from refugee households do not attend school due to their inability to pay school fees. Poor sanitation is also a major concern reported by the refugees as 26% of households do not have access to private toilets. Poor waste management resulting into blockage of drainage channels is another key public concern, contributing to increased risks of floods in Kawempe I. The lack of income is indeed the key concern reported by refugees in Kawempe I most especially female headed refugee households who earn significantly less than male headed refugee households based on the median weekly income.

<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, 2018



## METHODOLOGY

To measure the dynamics of access to and delivery of basic services in the neighborhood of Kawempe I, 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 Kawempe I, located both inside and outside the neighborhood. On 9th April 2018, 230 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.

### Phase 3: Household surveys with refugee households

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 each target neighborhood. The neighborhood of Kawempe I was not initially part of the target neighborhoods selected for the assessment, and thus the random household survey administered during Phase 2 in the eight initial target neighborhoods was not conducted in Kawempe I. Based on results from this random household survey, the two target neighborhoods located in Kawempe Division, namely Bwaise II and Kazo Angola, were found to have a low proportion of refugee households among their residents. As this area-based multisector assessment was designed to assess the needs of host communities and refugees residing in refugee-hosting neighborhoods in Kampala, the research later included Kawempe I in the target neighborhoods, as interviews with Key Informants indicated that this neighborhood was more likely to host refugee households than Bwaise II and Kazo Angola. A household survey similar to the one administered during Phase 2 in the eight other target neighborhoods was conducted in Kawempe I on 6th April 2018, to 100 refugee households. Refugee households who were interviewed during this survey were selected through a snowballing technique. This survey captured 64 women respondents and 38 men respondents, and 57 male-headed households against 44 female-headed households, respectively.

### Phase 4: Focus Group Discussions with refugees

Results from the household survey administered to refugee households only during Phase 3 indicated that, in Kawempe I, the majority of refugees come from South Sudan. Focus group discussions (FGDs) with South Sudanese refugees residing in Kawempe I were conducted during phase 4, on 5th May 2018. 2 FGDs were organized, with male and female participants separately.

### Limitations

Findings from the snowballed household survey are meant to illustrate the specific situation of refugee households residing in Kawempe I. 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, and do not reflect the situation of other population groups residing in the neighborhood of Kawempe I.

## DEMOGRAPHICS

50,000

Estimated number of inhabitants in Kawempe I<sup>2</sup>

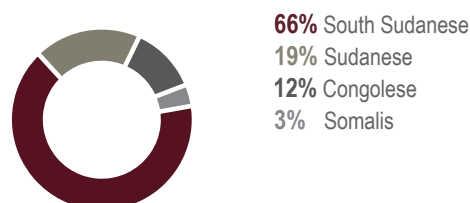
6

Average number of people per refugee household

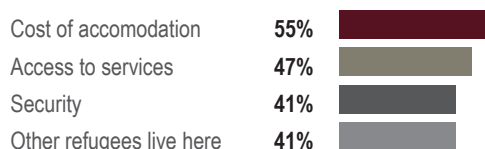
36%

Of refugee households are headed by a female.

### Proportion of refugee households by reported nationality:



### Most common reasons reported by refugee households for choosing to settle in Kawempe I:<sup>4</sup>

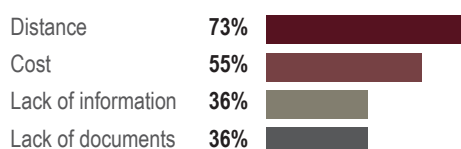


## ACCESS TO SERVICES

### Perception of quality and accessibility of services:



### Most common barriers to service accessibility reported by refugee households who reported access is difficult:<sup>3-4</sup>



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

<sup>4</sup> Due to a small sample size, results for this indicator are indicative.



## EDUCATION

Existing education facilities accessed by refugee residents of Kawempe I:

11	Nursery schools
43	Primary schools
11	Secondary schools

Key Informants for education facilities reported that **lack of access to school materials** was the main challenge for schools, followed by **overcrowded classrooms**.

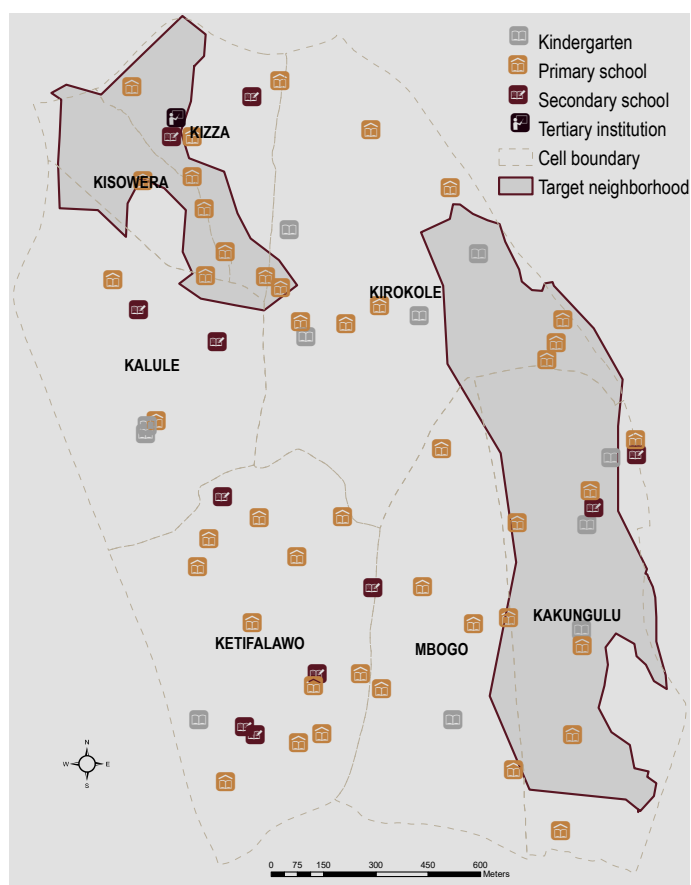
### School attendance:

**51%** of school-aged children (7-17 years old) who are part of refugee-headed households residing in Kawempe I were not attending school, as well as, as revealed by the refugee household survey. **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 refugee households' budget:

17%	Of refugee households reported education as their largest expense.
24%	Of refugee households were willing to spend more on education costs. <sup>1</sup>

Map 2: Location of education facilities used by residents of Kawempe I:



## HEALTH

Most commonly used health care providers by refugee households:<sup>2</sup>

Public Health centre	17%
Private Health centre	22%
Hospital	64%
Pharmacy	23%

**32%** Of health centres had **no professional doctor** among their staff according to Key Informants.

Most commonly reported issues in accessing health care for refugee households:<sup>2</sup>

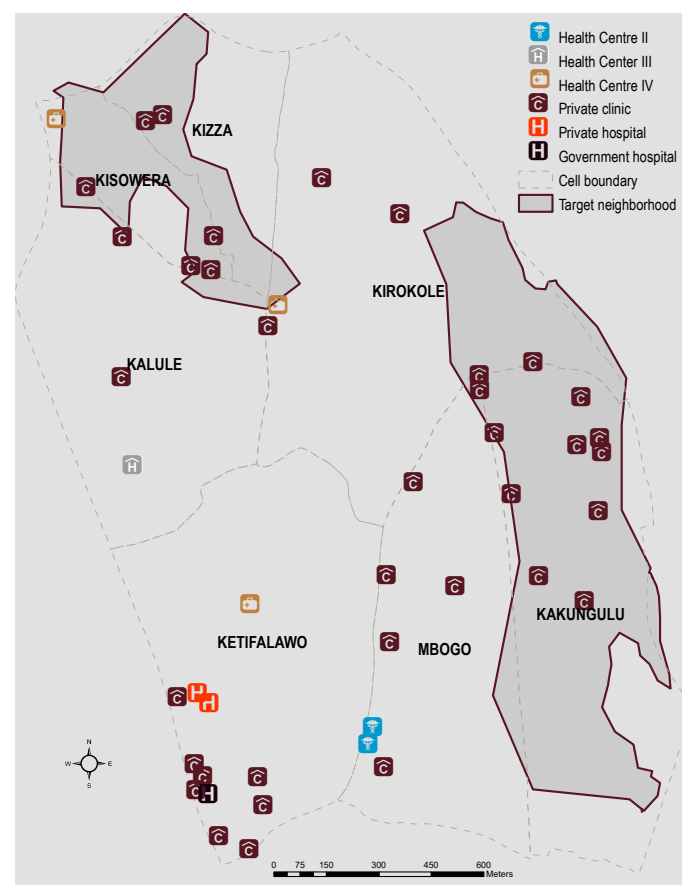
Cost	63%
Lack of medication	36%
Distance	32%

South Sudanese refugees who took part in FGDs indicated that they are sometimes charged higher fees for health care, because their inability to speak the local language does not allow them to negotiate prices.

### Importance of health expenses in refugee households' budget:

87,000 UGX	Average expenditure for medical care in the last 90 days reported by refugee households <sup>3</sup>
3%	Of refugee households were willing to spend more on health care. <sup>1</sup>

Map 3: Location of health facilities used by residents of Kawempe I:



<sup>1</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>2</sup> Respondents could give multiple answers to this questions, therefore the total exceeds 100%.

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

## WATER AND SANITATION

Primary drinking water sources used by refugee households:



17% of households reported that the quality of these water sources was not good enough to drink.

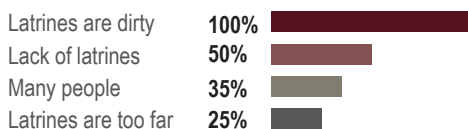
Access to sanitation reported by refugee households:

26% Of households reported having no private access to sanitation.

6 Average number of households sharing one toilet

20% Of households reported being dissatisfied with the quality of toilets.

Most common issues with sanitation reported by households:



## HOUSING LAND AND PROPERTY

Housing conditions reported by refugee households:

3 Average number of rooms per housing unit

97% Of refugee households are tenants.

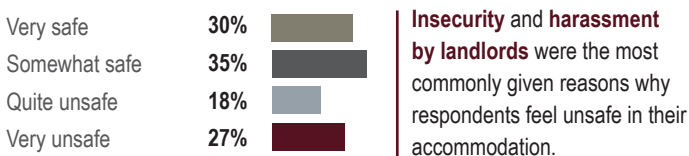
50% Of refugee tenants reported spending over 375,000 UGX monthly for rent.

53% Of refugee households reported housing is their largest expense.

22% Of refugee households were willing to spend more for housing.<sup>2</sup>

59% Of refugee households considered that their accommodation or location in the area put them at risk of disasters (like floods).

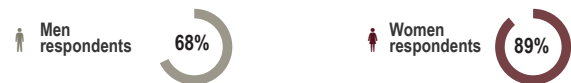
Perception of housing safety reported by refugee households:



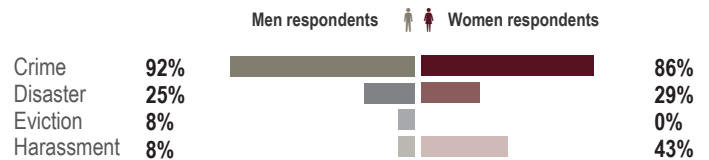
52% of refugee households considered that forced evictions are common in Kawempe I. 8% reported they have been directly threatened of eviction in the year prior to the assessment.

## PROTECTION & SOCIAL COHESION

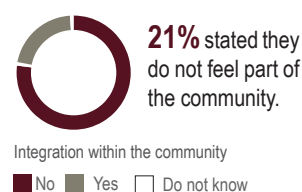
Proportion of refugee respondents who declared they feel safe:<sup>3</sup>



Most common reasons why respondents reported feeling unsafe:<sup>1-3-4-6</sup>

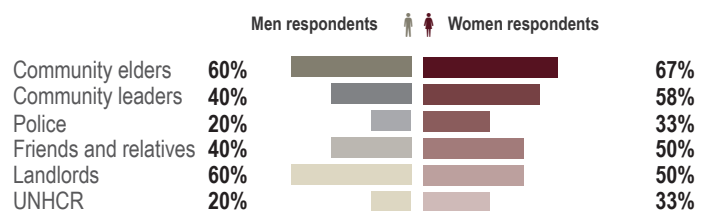


Dynamics of social cohesion with locals reported by refugee respondents:



**Discrimination against refugees** was the most commonly reported reason for lack of integration. Those who reported they feel well integrated within their host community stated they have **ugandan friends**.

Most common interlocutors chosen by refugee respondents who seek support to deal with a safety issue:<sup>1-3-5</sup>



## LEGAL ASSISTANCE

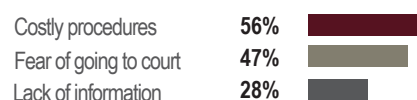
Challenges to access legal entitlement and formal justice mechanisms reported by refugee respondents:

34% of refugee respondents reported that obtaining official documents is difficult, while 36% shared a similar opinion about access to formal justice mechanisms.

Most common factors of difficulty to access legal entitlement reported by refugee respondents:<sup>1-4-5</sup>



Most common factors of difficulty to access formal justice mechanisms reported by refugee respondents:<sup>1-4-5</sup>



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

<sup>2</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>3</sup> These indicators reflect the respondents' perception of their safety rather than this of the household they belong to. For this reason, this indicator relates to the gender of the respondents rather than to the gender of the household's head.

<sup>4</sup> Among respondents who reported they do not feel safe or find access to legal entitlement or access to formal justice difficult. As the sample sizes for this indicator are small, results are indicative.

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

# 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.



## \$ INCOME

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



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



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



Most common barriers to work reported by refugee households:



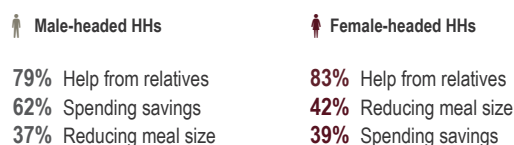
Proportion of refugee households which reported they can not afford basic services:



Proportion of refugee 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+)
Overall	2.5	51%	36%	7%
Female-headed HHs	2.4	53%	31%	6%
Male-headed HHs	2.7	58%	45%	9%

Most common coping strategies used by households:



## \$ EXPENDITURE

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

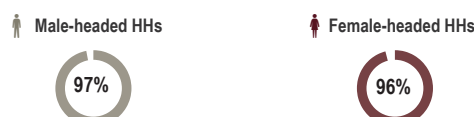


Proportion of refugee households which reported the following expenses as their second largest expenditure:

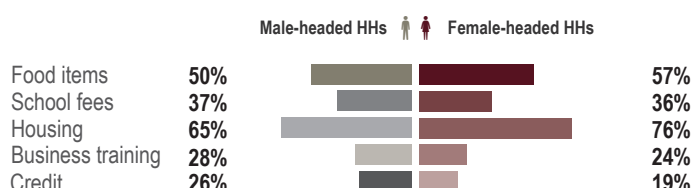


## NGO ASSISTANCE

Proportion of refugee households reporting a need for assistance:



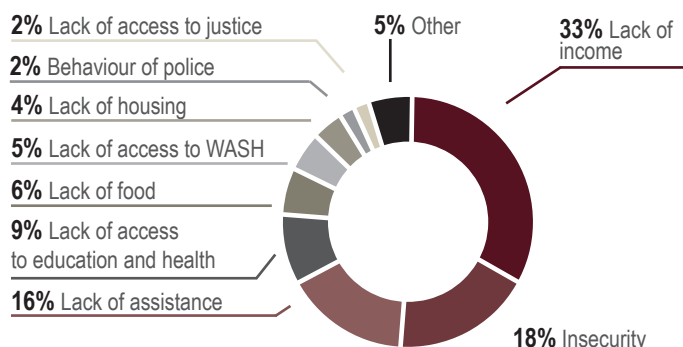
Preferred kind of assistance reported by refugee households:



Preferred modes of assistance reported by refugee households:

Direct cash assistance and a combination of in-kind and cash assistance are the modes of support that were reported the most by refugee households residing in Kawempe I. Respectively **76%** and **45%** of refugee households mentioned these types of assistance among their preferred modes of assistance.<sup>2</sup>

Challenges faced by the community in Kawempe I reported by refugee households:



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

<sup>2</sup> The total percentage exceeds 100% as respondents could give multiple answers to the question.