

KISENYI III NEIGHBORHOOD PROFILE

Urban community assessment
Kampala, Uganda - July 2018



Funded by
European Union
Civil Protection and
Humanitarian Aid

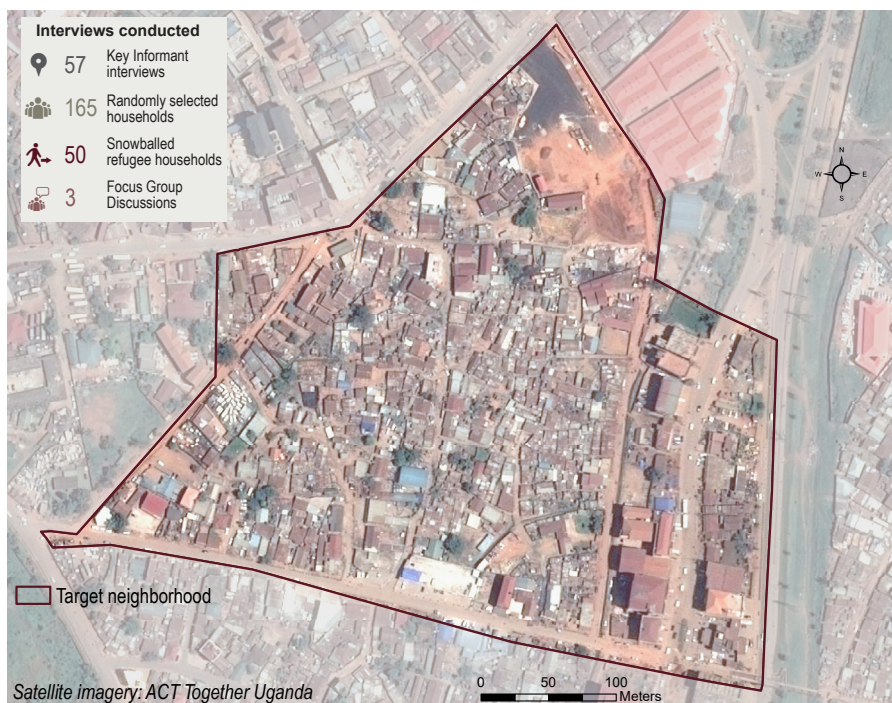


CONTEXT

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,¹ allowing freedom of movement and the right to work to over 1.4 million refugees² settled within its boundaries. Large numbers of refugees seek opportunities in urban centres, and many make their way to Kampala, the capital city and political, social and economic centre of Uganda. Home to 1.5 million inhabitants,³ including approximately 100,000 refugees,⁴ the city of Kampala keeps attracting rural migrants and refugees. While vulnerable refugees, who have the right to access the same basic services as Ugandans, tend to settle in sub-standard neighborhoods across the city, the continuous influx of vulnerable urban dwellers is putting pressure on already overburdened basic services.

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

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

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

³ Uganda National Bureau of Statistics, National Census, 2014

⁴ Office of the Prime Minister, Refugee Information Management System database 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 interviews¹ 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.

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

² Uganda National Bureau of Statistics, National Census, 2014

³ Foreigners are respondents who define themselves as non-nationals without the refugee status. Migrants are respondents who define themselves as nationals who have been long-term displaced from other locations in the country.

DEMOGRAPHICS

10,000

Estimated number of inhabitants in Kisenyi III²

3.9

Average number of people per household

32%

Of households are headed by a female.

Proportion of households by reported status:



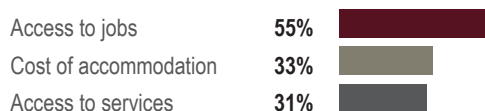
88% National residents

9% Refugees

3% Foreigners and migrants³

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

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

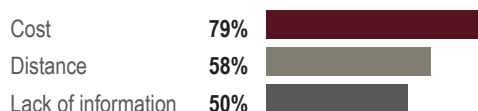


ACCESS TO SERVICES

Perception of quality and accessibility of services:



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



PRIORITY NEEDS

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

- 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

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

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

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

EDUCATION

Existing education facilities accessed by residents of Kisenyi III:

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

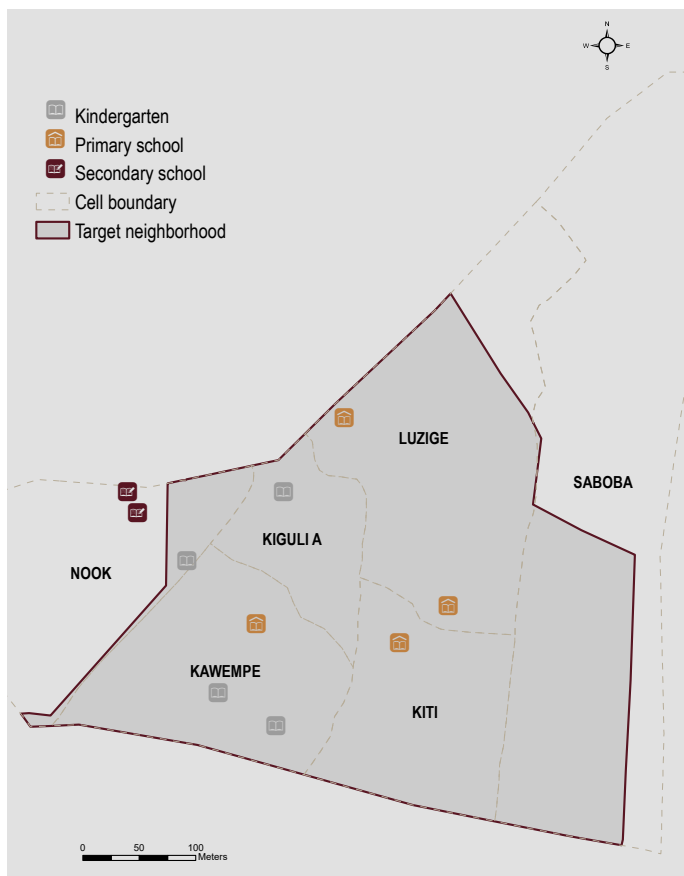
School attendance:

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.¹ **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. ²

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



¹ These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.
² Households declaring they would prioritise education or health expenses if they benefited from an additional amount of 200,000 UGX. It is equivalent to 54 USD. www.xe.com, as of 16th July 2018.

HEALTH

Most commonly used health care providers by households:³

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

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

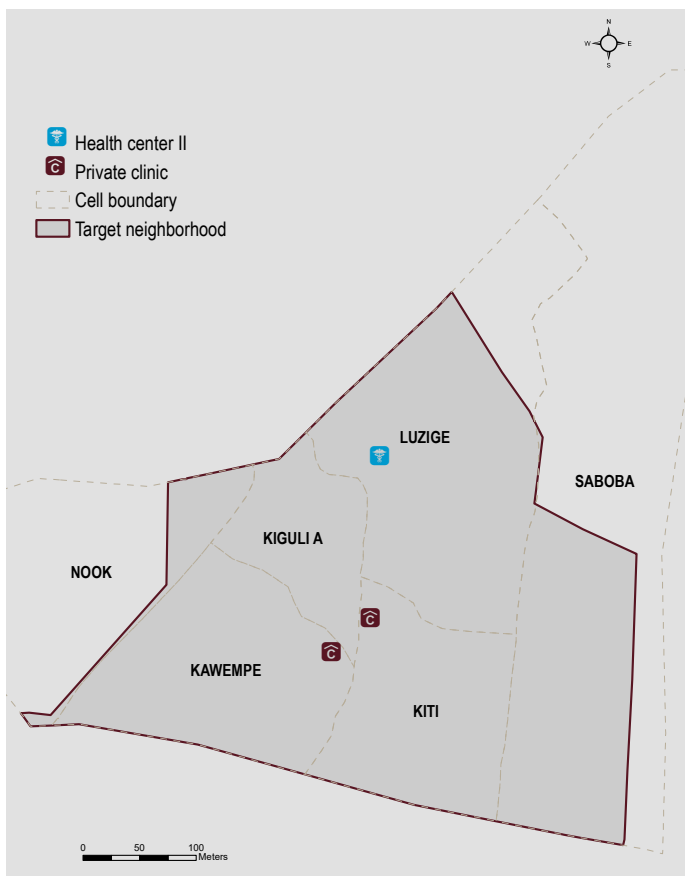
Cost	69%	
Lack of medication	49%	
Distance	38%	

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 ⁴
12%	Of households were willing to spend more on health care. ²

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



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

WATER AND SANITATION

Primary drinking water sources used by households:¹



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.

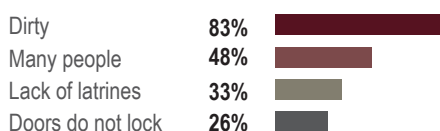
Access to sanitation reported by households:

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:¹



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.

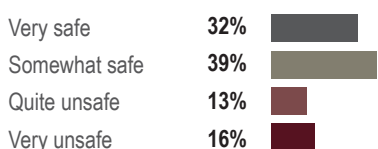
50% Of refugee tenants reported spending over **185,000 UGX monthly²** for rent.

31% Of households reported housing is their largest expense.

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

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.

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

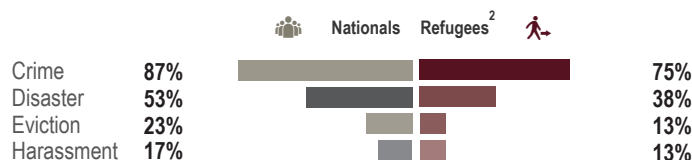
² These findings are drawn from the snowballed refugee household survey. The use of this sampling methodology implies that findings are indicative only.

PROTECTION & SOCIAL COHESION

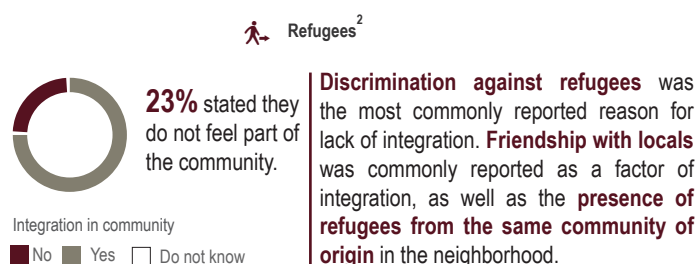
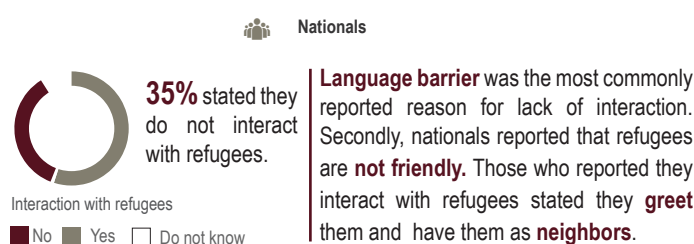
Proportion of respondents who declared they feel safe:⁴



Most common reasons why respondents reported feeling unsafe:^{1,4}



Dynamics of social cohesion reported by respondents:⁴



LEGAL ASSISTANCE

Challenges to access legal entitlement reported by households:⁴

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

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

Challenges to access justice reported by households:⁴

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

Among respondents who reported that access to justice is difficult,⁵ **66%** mentioned cost as a major barrier, and **48%** reported that they fear going to court.

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

⁴ These indicators reflect the respondents' perception rather than this of the household they belong to. For this reason, these indicators relate to the gender or status of respondents, rather than this of the head of the household. Women and refugees include respectively 194 and 64 respondents.

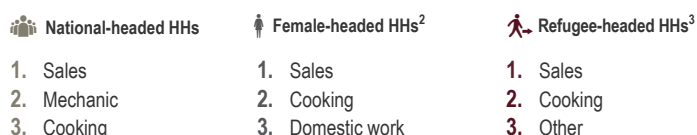
⁵ As the sample sizes for this indicator are small, results are indicative.

\$ INCOME

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



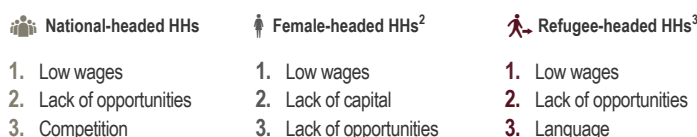
Most common sources of income reported by households:¹



Proportion of households which reported earning no income:¹



Most common barriers to work reported by households:



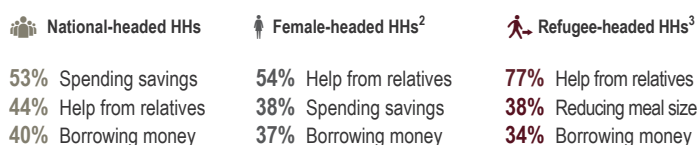
Proportion of households which reported they can not afford basic services:



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

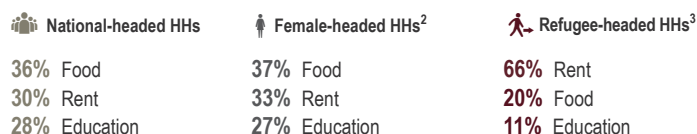
	Average number of coping strategies	Low use of coping strategies (1-2)	Medium use of coping strategies (3-4)	High use of coping strategies (5+)
National-headed HHs	2.2	55%	31%	6%
Female-headed HHs ²	2.2	52%	31%	6%
Refugee-headed HHs ³	2.1	70%	27%	2%

Most common coping strategies used by households:

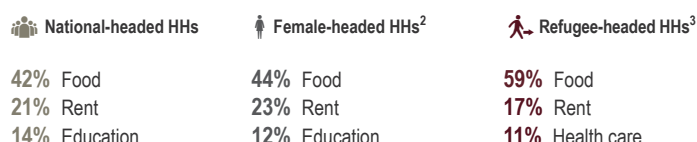


\$ EXPENDITURE

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:

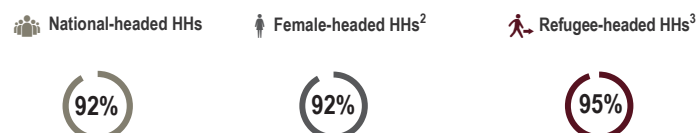


Specific considerations regarding refugee households:

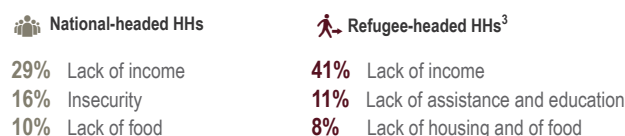
FGDs with host communities and Burundian refugees indicated that single mothers, the elderly, youth, and, in some cases, refugees are among the most economically vulnerable inhabitants of Kisenyi III. Burundian refugees indicated that social integration with Ugandans can be a successful coping mechanism 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.⁴

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.

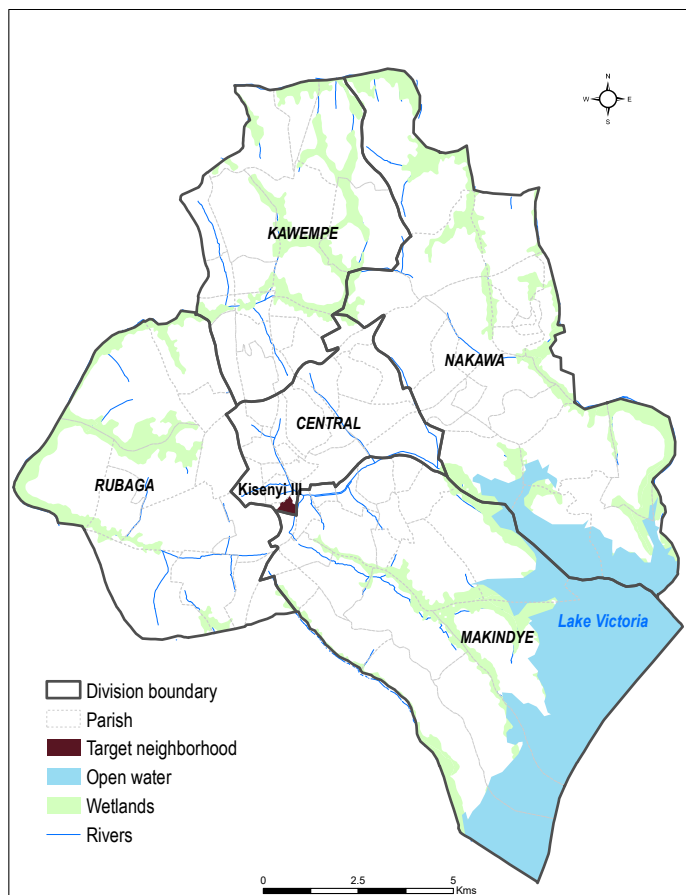
¹ In the month prior to the assessment

² 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.

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

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

Map 4: Location of the vulnerable neighborhood of Kisenyi III in Kampala:



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

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

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



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



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

AGORA

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

AGORA is a joint initiative of ACTED and IMPACT, 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.