

BACKGROUND

Dadaab Refugee complex is located in Garissa County, Kenya. It consists of three camps, Dagahaley, Hagadera and Ifo. As of 31 July 2022, a total of 233,736¹ refugees and asylum seekers mostly from Somalia resided in Dadaab. The complex comprises of multiple shelter types and a variety of facilities including latrines, boreholes, tap stands, education facilities, health facilities, recreation and protection facilities, financial institutions, markets, among others. The average population of refugees in Dadaab has been steadily increasing since 2018. Access to critical facilities therefore remain constrained as more people get added in the already populated camps.

Building on the previous infrastructure mapping conducted by REACH Initiatives January in 2019², and the actors and services mapping³ conducted in 2020/2021, REACH sought to come up with a more comprehensive database of the key infrastructures and services offered in Dadaab refugee complex, to understand how humanitarian agencies are providing different services in Dadaab and identify gaps in service delivery. Findings from this assessment will enhance humanitarian coordination among stakeholders in Dadaab refugee camps and influence programming and prioritization of humanitarian response to refugee needs in the camps.

METHODOLOGY

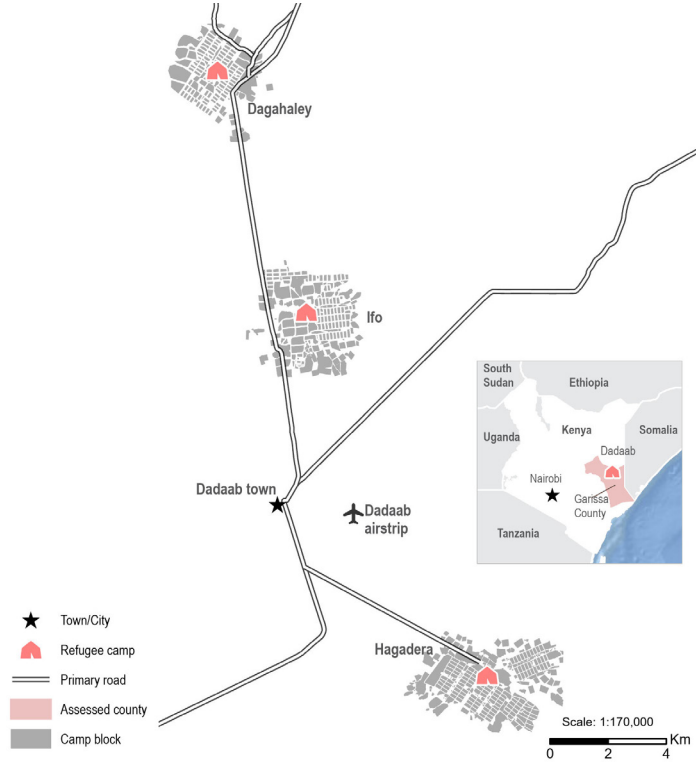
The assessment used a mixed methods approach. Secondary data on key community infrastructure from the mapping conducted by REACH in 2019 were used as a base for targeting facilities to be mapped. Thereafter, primary data of all known and unknown facilities across the sectors of Health, Education, Trade, finance, Administration, and Protection was collected using a structured questionnaire, direct observation and GPS tracking. A key informant interview (KII) was conducted with a relevant informants at the identified facility to obtain data on services offered. REACH also conducted six focus group discussions (FGDs) with both male and female refugees and asylum seekers in each of the three refugee camps to understand access to services and related barriers. Furthermore, REACH conducted 24 KIIs with humanitarian actors operating in Dadaab and mapped out their offices and the services they offer to the refugee communities. Key informants and FGD participants were purposively sampled. Data was collected between 16 April and 27 May 2022. Findings from the FGDs and KIIs are not generalisable with a known level of precision, and should rather be considered indicative of the humanitarian situation in the assessed areas.

Type of infrastructure	Number of KIIs assessed
Health facilities	67
Education facilities	315
Markets	19
Water points	846
Administrative offices	11
Community facilities	49

NOTES

- 1.UNHCR Kenya Statistical package link is found As of 31 July 2022 [here](#).
- 2. Infrastructure mapping conducted by REACH in 2019 link is found [here](#).
- 3. Dadaab Actors and service mapping 3W matrix is found [here](#).

LOCATION MAP



HEALTH

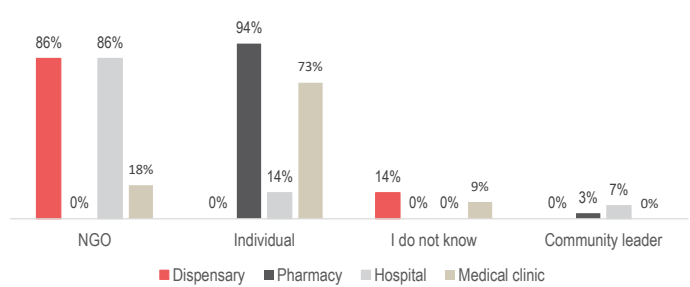
Key findings in the health facilities

- Overall, the majority of KIIs reported that community members **were charged to access some health services**, particularly in the pharmacies (100%), medical clinics (89%) and dispensaries (67%).
- In some health facilities (11%) community members were **required identification documents to access services**.
- All hospitals and dispensaries were found to be having a supply of water** (commonly tap stands).
- All hospitals and dispensaries were found to have clean, lockable and damage-free latrines.
- None of the latrines at dispensaries **were disaggregated by gender** while more than half (54%) of KIIs reported that latrines at hospitals were reportedly disaggregated by gender.
- The majority of health facilities reportedly had access to power, as reported by 95% of KIIs. **Of the facilities with access to power, 55% were found to use generators.**
- Among the health facilities that were mapped, four (4) dispensaries, one (1) hospital and one (1) medical clinic were closed.

Number of health facilities per camp.

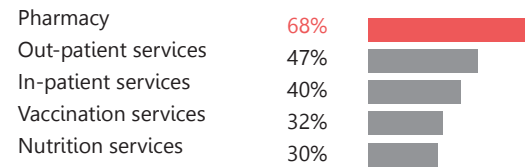
	Dagahaley	Ifo	Hagadera	Total
All health facilities	28	28	11	67
Dispensaries	1	6	0	7
Pharmacies	20	15	0	35
Hospitals	4	5	5	14
Medical clinics	3	2	6	11

Actors offering health services in Dadaab refugee camps (n=67).



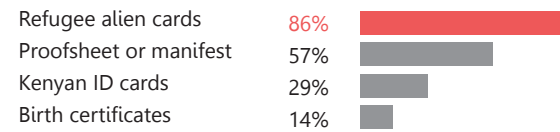
80% Of KIIs reported that health services were charged.

Commonly reported health services that were charged.

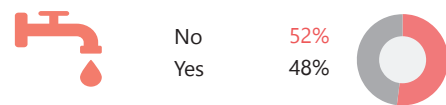


11% Of KIIs reported that health care facilities required community members to **present identification documents to access health services**.

Commonly reported identification documents that community members needed to access health services



Proportion of health facilities with a supply of water



97% Of KIIs reported that health facilities with a water supply had tapstands, and 3% reported boreholes.

Proportion of health facilities with usable latrines

55% Of KIIs reported that health care facilities in the camps had lockable, damage-free and clean toilets.

Proportion of health services without usable latrines, as reported by 45% of KIIs



70% Of KIIs reported that latrines were not separated by gender, among those health facilities that had usable latrines.

91% Of KIIs reported that latrines were not adapted for persons with disabilities, among those latrines KIIs identified to be lockable, damaged-free and clean.

Proportion of health services with usable latrines that are adapted for persons with disabilities, as reported by 9% of KIIs



95% Of KIIs reported that health care facilities had a source of power.

Sources of power, as reported by 95% of KIIs



Commonly reported service gaps and barriers in accessing services in the health care facilities, identified by participants in FGDs.

- The most commonly reported challenges in accessing health facilities during FGDs were **lack of medicine** and **lack of cancer treatment services** in 5 and 3 out of 6 FGDs respectively.
- Others health care services that participants identified to be unavailable include: **dental services**, **emergency ambulance services** and provision of **birth certificates** for children, **medical scans** and **x-ray services**, **theatre services** and specialized treatment for **heart problems** specialized treatment for **diabetes** and **liver problems**.
- Participants in 4 FGDs commonly identified a **lack of proper documentation** among community members and a lack of a means of transport for persons with disabilities as barriers to accessing health care within the camps.

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



EDUCATION

Key findings in the Education facilities

- 86% of Islamic schools (n=188) are reportedly managed by individuals.
- Half (50%) of primary schools (n=61) are reportedly managed by individuals from the refugee community. Forty-four percent (44%) are reportedly managed by NGOs¹ and 2% by CBOs².
- Seventeen (17) of the 25 secondary schools were found to be run by individuals and 6 were reportedly managed by NGOs¹.
- All education facilities were found to commonly charge tuition fees.** In addition, all education facilities except ALP³ centers **charged admission** and **examination fees**.
- Findings suggest that **more boys than girls, on average, were enrolled in primary schools.** However, on average, **more than four times the number of girls dropped out of education facilities than boys.**
- ECD⁵ centers had the highest teacher-to-pupil ratio (71).** In addition, primary schools (42) had a higher teacher-to-student ratio than secondary schools (37).
- One average, one meal was provided per day,** among education facilities that reported having meal programmes.
- The majority of education facilities reported having usable and gender-segregated latrines, as reported by 71% and 92% of KIs. However, **89% of latrines were found not to have been adapted for persons with disabilities.**

Location of education facilities per camp.

	Hagadera	Dagahaley	Ifo
Islamic schools	84	85	19
Primary schools	30	16	15
Secondary schools	12	7	6
ABE ¹ centers	3	4	3
Vocational centers	3	3	1
ECD ² centers	6	2	8
ALP ³ centers	3	2	1
Colleges	1	0	0
Library	0	1	0

NOTES

1. NGO-Non-governmental organizations
2. CBO-Community based organization
3. ALP-Accelerated learning programmes
4. ABE -Alternative Basic Education centers
5. ECD-Early childhood Education
6. CCCM- Camp Coordination and Camp Management.

77% Of KIs reported that fees were charged to access education services .

Types of charges that learners pay to access per education facility.

	Tuition fees	Admission fees	Examination fees	Accommodation/boarding fees
All	87%	40%	21%	5%
Islamic	83%	31%	7%	6%
Primary	97%	74%	65%	0%
Secondary	100%	75%	75%	6%
Vocational	100%	100%	100%	0%
ALPs ³	100%	0%	0%	0%
College	100%	100%	100%	0%

34% Of KIs reported that students were required to possess identification documents to be admitted in education facilities.

Top reported identification documents that were required for admission to education facilities as reported by KIs

Proofsheet or manifest	89%
Kenyan birth certificate	53%
Refugee alien cards	45%
Kenyan ID cards	27%
Birth certificate of Country of Origin	22%

11% Of education facilities reportedly had feeding programmes for learners.

Proportion of education facilities found to have feeding programmes.

ECD ⁵ centers	60%
Vocational training centers	43%
ABE ⁴ centers	40%
Primary schools	39%
Secondary schools	4%

Number of education facilities by composition of learners

	Mixed (M&F)	Female Only	Males only
All education facilities	80	5	2
Primary schools	49	5	0
Secondary schools	23	0	2
Vocational centers	3	0	0
ECDs ⁵	5	0	0

Average number of learners enrolled and dropping out of education facilities in the six months prior to data collection, per level of education and gender.

	Male enrolled (average)	Female enrolled (average)	% Drop out	Male drop out (average)	Female drop out (average)
All	163	122	21%	8	17
Islamic	68	42	19%	7	6
Primary	394	326	29%	12	50
Secondary	370	203	22%	7	5
ABE ⁴	174	161	20%	1	1
Vocational	46	43	14%	2	1
ECD ⁵	47	28	20%	3	2
ALPs ³	71	54	17%	5	7
College	50	10	0%	-	-

Top reported reasons for female students dropping out of the education facility in the six months to data collection

Lack of money to pay for school fees	44%
Schools are far	32%
Domestic chores	24%
Attending Madrassa	17%

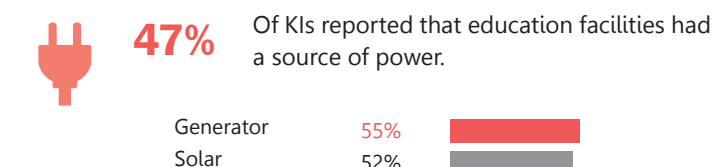
Top reported reasons for male students dropping out of the education facility in the six months to data collection

Schools are far	45%
Lack of money to pay for school fees	41%
Attending Madrassa	29%
Relocated from camp/country	19%

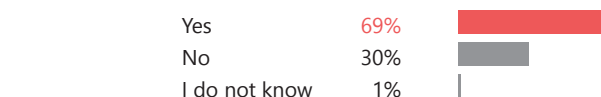
Average number of usable classrooms, teachers, student population and the student/teacher ratio per type of education facility, as reported by KIs.

	Number of classrooms (Average)	Number of teachers (Average)	Student population (Average)	Student/teacher ratio
Primary schools	14	16	682	42
Secondary schools	11	14	562	37
ABE ⁴ centers	5	6	335	56
Islamic schools	4	3	108	44
Vocational centers	6	8	89	17
ECD ⁵	1	1	75	71
ALP ³	5	6	124	25
Colleges	5	4	60	15

Proportion of education facilities having a supply of power.



Proportion of education facilities having a supply of water.



98% Of KIs reported that education facilities with a water supply had **tapstands**, and 2% reported using boreholes or buying water from vendors.

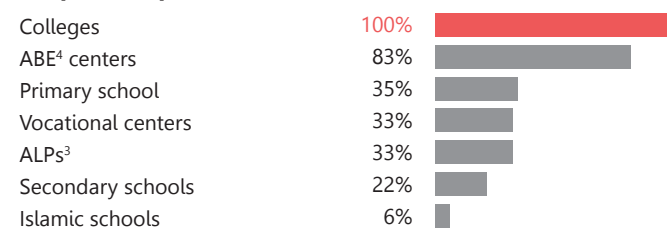
Proportion of education facilities having usable latrines, as reported by KIs

71% Of KIs reported that education facilities in the camps **had lockable, damage-free and clean toilets.**

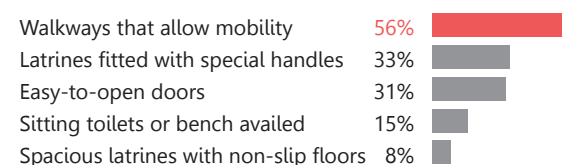
92% Of KIs reported that latrines in education facilities were **separated by gender**, among those facilities that had usable latrines.

82% Of KIs reported that latrines in education facilities are **not adapted for persons with disabilities**, among those latrines KIs identified to be lockable, damaged free and clean.

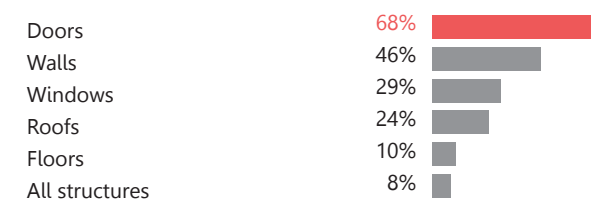
Proportion of education facilities with latrines that are adapted for persons with disabilities



Reported ways in which latrines were adapted to persons living with disabilities



Top reported structures that were found to be damaged in education facilities, reported by 37% of KIs



Commonly reported service gaps and barriers in accessing services in the education facilities, identified by participants in FGDs.

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

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

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

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

MARKETS

Key findings from markets

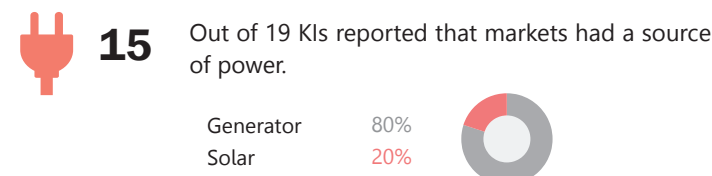
- All community leader KIs reported that traders commonly used **portable torches, lanterns or paraffin** when power is disconnected in the food and non-food markets.
- Generators were found be the common source of power** in markets, as reported by over half of KIs in the food, non-food, livestock and main markets.

Number of markets per camp

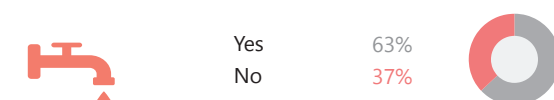
	Dagahaley	Ifo	Hagadera	Total
All markets	8	8	3	19
Mixed markets ¹	1	2	0	3
Livestock market ²	2	1	0	3
Main market	0	1	1	3
Food market ³	2	4	0	6
Non food market ⁴	3	0	2	5

17 Out of 19 KIs reported that markets operate during the day. 2 KIs indicated the some markets operate at during the day and night.

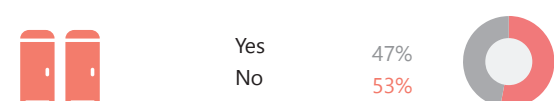
Proportion of markets with a supply of power (n=19)



Proportion of markets with a supply of water (n=19)



Proportion of markets having lockable, damage-free and clean latrines, as reported by KIs (n=19)



NOTES

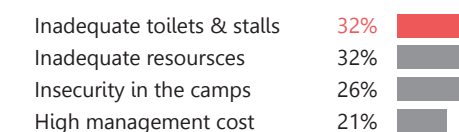
- Mixed markets -A market where food items and non-food items are sold
- Livestock market -A market where only livestock are sold, either one type of livestock or more types
- Food Market-A market where only food items are sold
- Non-food Market-A market where only non-food items are sold.
- SACCO-Savings and credit cooperative society

- KIs (8/9) commonly reported that latrines **were not separated by gender or adapted for persons with disabilities**, among those identified as usable.

- All latrines that were adapted for persons with disabilities commonly had **walkways that allow mobility assistance devices** or were **fitted with special handles and handrails**, as reported by all KIs.

12 Out of 19 KIs perceived that the **number of latrines in the markets are not adequate**.

Commonly reported barriers that hinder the delivery of services offered by this market, as reported by KIs



Commonly reported service gaps and barriers in accessing markets, identified by participants in FGDs.

- Participants in 4 FGDs commonly identified **tailoring machines to be unavailable** in the markets.
- Other products identified to be unavailable in the markets by participants in at least 1 FGD include: **Commercial food, camel meat, fish, fruits, camels, cows, motor vehicles**, and bicycles.
- Disrespect, **a lack of mobility devices** and **financial support for persons with disabilities** was identified as a barrier to accessing markets in the camps, by participants in at least 2 out of 6 FGDs.
- Other barriers identified by participants in 1 FGD include: **Poor roads, long distance to the markets, illiteracy and lack of documentation** to access mobile money services (a finding linked to the 90% of KIs who reported that community members needed identification documents to deposit or withdraw cash from mobile money agents).

FINANCIAL INSTITUTIONS

Number of financial facilities per camp

	Dagahaley	Ifo	Hagadera	Total
All	114	93	78	285
Mobile money banking	104	87	72	263
Banking agents	3	2	2	7
SACCO ⁵	0	0	1	1
Bank	2	4	1	7
Insurance companies	2	0	0	2

Top reported identification documents required to access services in financial facilities, as reported by KIs (n=263)



Top reported services offered in functional financial facilities, as reported by KIs (n=263)



90% Of KIs reported that community members needed identification documents to receive services.

Commonly reported service gaps and barriers in accessing financial services, identified by participants in FGDs.

- Few loan products** and **inaccessibility to mobile money (MPESA) transaction statements** were commonly identified as financial services that were not available, by participants in 5 and 6 FGDs respectively.
- Other services identified to be unavailable by participants in at 1 one FGD include: **Limited amount of cash that community members could withdraw** from mobile money vendors (MPESA), and **limited insurance services**.
- A lack of identification documents** and **lack of information** were identified by participants in at least 3 FGDs as barriers to accessing financial services. In addition, **illiteracy, language barriers, a lack of means of transport** to access certain financial services, **the long distance to access services**, and some services are not being available all the time were cited by participants in at least 1 FGDs as barriers.

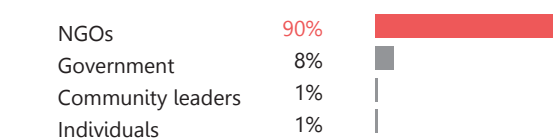
WATER POINTS

Number of water points per camp

	Dagahaley	Ifo	Hagadera	Total
All water points	387	241	218	846
Tap stands	363	221	198	782
Water storage tanks	14	10	9	33
Boreholes	10	10	10	30
Water kiosks	0	0	1	1

Almost all (98%) of KIs reported that water points were functional and with water that was safe for drinking at the time of data collection.

Proportion of actors providing water services in the camps, as reported by KIs (n=846)





ADMINISTRATIVE SERVICES

Key findings from administrative facilities

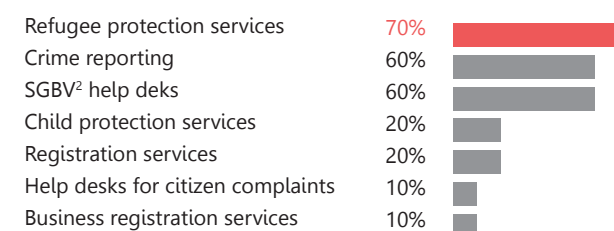
- Ten out of eleven (10/11) administrative facilities **were found to be functioning** at the time of data collection.
- Crime reporting** at Police stations, **refugee protection services** and **business registration services** at youth centers were reportedly charged.
- Half of the assessed KIs reported that community members **required identification documents to access services** at some administrative offices.

Number of administrative offices per camp

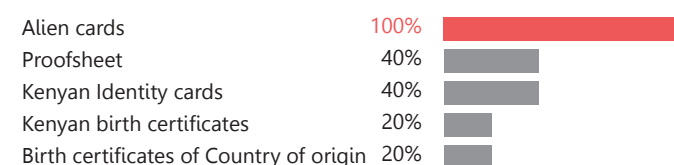
	Hagadera	Ifo	Dagahaley	Total
All	6	3	2	11
Youth office	1	0	1	2
Police station	2	3	0	5
County government office	1	0	0	1
Kadhis office	1	0	0	1
DRS ¹	1	0	0	1
Police post	0	0	1	1

1 Department of refugee affairs

Top reported services available in administrative centers, as reported by KIs (n=11)



Top reported identification documents required to access administrative services available in the camps, as reported by 50% of KIs (n=11)



2. Sexual and gender-based violence

Commonly reported service gaps and barriers in accessing administrative services, identified by participants in FGDs.

- A **lack of documentation services** (particularly traveling documents) was the commonly reported administrative service that participants in 4 out of 6 FGDs identified to be unavailable in the camps. Moreover, participants in 1 FGD cited the **unavailability of insurance services** and **birth registration services**.
- A **lack of transport means for persons with disabilities** was commonly cited as a barrier to accessing administrative services, by participants in 4 FGDs. **Fear of being attacked or stigmatized among minority groups**, and some offices being closed most of the time, were identified as barriers by participants in 2 FGDs.



COMMUNITY FACILITIES

Key findings from community facilities

- Community members were required to produce **alien cards or proofsheets to access services** at **safe havens, social halls** and **safe havens**, as reported by all KIs.
- Community centers offering livelihood skills training and some playing grounds reportedly **charged members to access services**, reported by 33% and 18% of KIs respectively.
- The common fees charged were **tuition fees in livelihood skills training centers** and **entrance fees in playing grounds**.

Reported community facilities per camp .

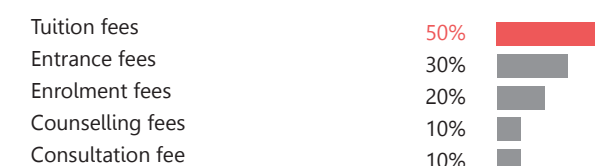
	Dagahaley	Hagadera	Ifo	Total
All community facilities	23	14	12	49
Playing grounds	6	2	7	15
Safe havens	0	1	1	2
Social halls	1	4	0	5
Girls friendly spaces	0	1	0	1
Transit centers	2	0	1	3
Child friendly spaces	1	1	0	2
Help desks	0	1	2	3
Public library	0	1	0	1
CCCM ¹ centers	4	0	0	4
Counselling centers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

1 Camp coordination and camp management

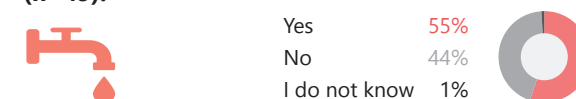
93% Of KIs reported that community facilities commonly operated during the day and offered services to all community groups.

18% Of KIs reported that community facilities charged fees for members to access services.

Commonly reported fees charged to services in community facilities, as reported by 18% of KIs (n=49).

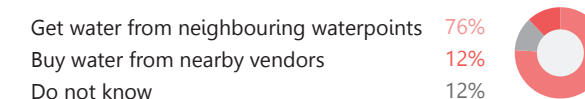


Proportion of community facilities with a supply of power (n=49).



All community facilities reportedly had tapstands, among those that had access to water.

Top reported ways that community members adapted when they lacked water in community facilities, as reported by 44% of KIs (n=49)



Proportion of community facilities with clean, lockable and damage-free latrines (n=49)

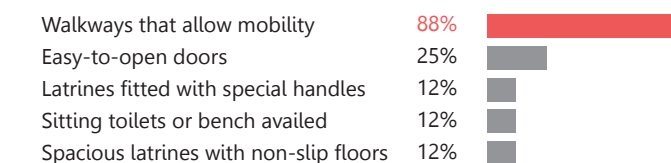
55% Of KIs reported that community facilities had clean, lockable and damage-free latrines.

47% Of KIs reported that latrines in community facilities were not separated by gender, among the markets that had usable latrines.

77% Of KIs reported that latrines were not adapted for persons with disabilities, among those latrines KIs identified to be lockable, damaged-free and clean.

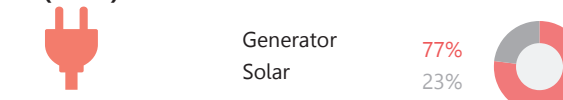
77% Of KIs perceived that latrines at community facilities were enough for community members

Top reported ways in which latrines were adapted to persons living with disabilities, as reported by 27% of KIs (n=49)

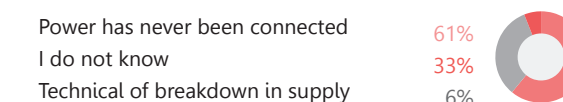


60% Of KIs reported that community facilities had a source of power.

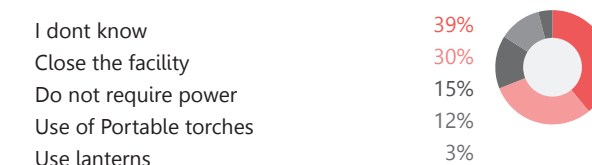
Proportion of community facilities with a supply of power (n=49).



Top reported reasons for a lack of power in community facilities, as reported by 60% of KIs (n=49)



Top reported ways that community members adapted when they lacked power in community facilities, as reported by 60% of KIs (n=49)



Commonly reported service gaps and barriers in accessing community services, identified by participants in FGDs.

Playing grounds were reportedly unavailable in the common recreation centers, as identified by participants in all FGDs.

Playing spaces and **parental care** were cited to be unavailable in the common protection facilities, as identified by participants in 3 and 2 FGDs respectively.

Fear of stigmatization among minority groups and **a lack of transport for persons with disabilities** were identified as barriers to accessing recreation facilities, identified by participants in 3 FGDs.

The long distance to protection facilities was commonly cited as a barrier to accessing such facilities, by participants in 3 FGDs.

A lack of transport, lack of parental care, and lack of information on where to get protection services were cited by participants at least 1 FGD, as barriers to accessing recreation facilities.