



## MAPPING OF URBAN REFUGEES' ACCESS TO ESSENTIAL SERVICES IN RWANDA



*Cover Photo of Downtown Kigali. Credit: Bigstock Images / Black Sheep Media*

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## **ACKNOWLEDGEMENTS**

This report is a result of team work and collaboration with different actors. It is written based on data collected by qualified and trained enumerators. Guided by MIDIMAR and UNHCR Rwanda office, CWS and YWCA Rwanda worked closely to design the survey tools, implement activities and analyze data. Without good collaboration and support from the Ministry of Disaster Management and Refugee Affairs (MIDIMAR), Government Local Leaders in both Kigali and Huye; and colleagues from UNHCR Kigali and Huye offices, this work would not have been realized.

The project and report-writing team included: Mr. Innocent Hitayezu, independent consultant who served as Mapping Coordinator; Bertrand Maniraguha, Data Entry Specialist with YWCA Rwanda; Erick Rutaihwa, Urban Refugees Self-Reliance Program Coordinator with CWS; and Andrew Fuys, Director for Program Innovation and Evaluation with CWS; with support from Pudentienne Uzamukunda, YWCA Rwanda's Executive Director.

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Finally, we thank all enumerators whose commitment and hard work enabled to reach out to as many respondents as possible.

## **DISCLAIMER**

**This evaluation was commissioned jointly by Church World Service (CWS) and Young Women Christian Association (YWCA) Rwanda, in the framework of “Strengthening Urban Refugee Self Reliance” as funded by Church World Service (CWS) and UNHCR.**

**This report offers independent analysis of CWS and YWCA Rwanda with technical support of the independent consultant; Mr. Innocent Hitayezu. The views expressed in this report do not necessarily reflect the views of UNHCR nor the funding partners; and as such the report is not a legally binding document. It is a collaborative, informational assessment and forecasting document that does not necessarily reflect the analysis of contributing partners in all of its content. For further information please contact Erick Rutaihwa, CWS (erutaihwa@cwsafrica.org); Uzamukunda Pudentienne, YWCA Rwanda (puzamukunda@ywcaofrwanda.org); or Innocent Hitayezu (hinnoc04@yahoo.fr).**

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## **List of Acronyms**

CoO – Country of Origin  
CWS – Church World Service  
DRC – Democratic Republic of Congo  
HH Survey – Household Survey  
HH - Household  
MIDIMAR – Ministry of Disaster Management and Refugees Affairs  
NFIs – Non-Food Items  
N - Number  
N/A – Not Applicable  
RWF – Rwanda Franks  
SGBV – Sexual and Gender Based Violence  
UNHCR – United Nations High Commissioner for Refugees  
YWCA – Young Women Christian Association of Rwanda  
W/o - Without

## **Executive Summary**

Since January 2015 Church World Service (CWS) and Young Women Christian Association (YWCA) Rwanda piloted the “Strengthening Urban Refugee Self-Reliance Project”, mapping out potential livelihoods opportunities for urban refugees in Rwanda. The pilot phase focused mainly on the city of Kigali, and sought to improve access to livelihoods by urban refugees. The project preliminary findings informed that there were both challenges and opportunities for urban refugees to meeting essential services. The situation prompted CWS and YWCA, in collaboration with UNHCR, to carry out an assessment of gaps and challenges as far as essential services for urban refugees were concerned, with a particular emphasis on recently arrived refugees fleeing into Rwanda from Burundi.

The mapping exercise was designed to: (1) provide information on needs and gaps in essential services and protection, among urban refugees living in Kigali and Huye, with an emphasis on recent refugee arrivals from Burundi; and (2) facilitate urban refugees’ access to information about existing services and livelihood opportunities in their areas of residence. The focus was on essential sectors, namely: Health, Education, Housing, Protection and Livelihoods. The mapping considered two components: urban refugee households, and community service providers.

Through in-depth structured interviews with 601 refugee respondents in City of Kigali and 300 in Huye district, relevant data have been obtained on the current situation both on the side of urban refugees and the side of community service providers. The data gives insight into respondents’ perception of their access and affordability to essential services. The same data enable to draw some conclusions and formulate recommendations in comparison to availability and affordability of essential services. The report is structured in three sections:

- The first section gives a background to the mapping exercise, data collection and methodology
- The second section focuses of the findings and their corresponding analysis
- And finally the third section contains recommendations

## Section I: Mapping Exercise Background

### 1.1 Introduction

In October 2015, in coordination with Ministry of Disaster Management and Refugees Affairs (MIDIMAR), CWS, UNHCR and YWCA Rwanda agreed to carry out an urban refugees mapping exercise to collect information on existing services in the refugees' areas of residence, in the sectors of Health, Education, Housing, Protection and Livelihoods. The exercise took place in the city of Kigali and Huye district (Southern Province). This report presents the mapping objectives, methodology and findings. It also provides conclusions and recommendations.

### 1.2 Background

Over the course of 2015, an estimated 70,000 men, women and children have fled Burundi to seek safety in neighboring Rwanda.<sup>1</sup> Of these, nearly 25,000 have settled in Kigali and Huye (Butare), the country's largest and fourth-largest urban centers.

As part of an effort to ensure access to protection and essential services by urban refugees and asylum seekers, from November to December 2015 CWS and YWCA Rwanda conducted a rapid assessment of urban refugees in Kigali and Huye. A household survey was administered to 901 households, 601 in Kigali and 300 in Huye, using a survey tool that was adapted from a CWS 2012 research study on urban refugee-host community relations.<sup>2</sup> Input to the assessment tool was also provided by UNHCR's Rwanda country office as well as the technical team of the Rwanda Government MIDIMAR's office.

### 1.3 The mapping Objectives

The Urban Refugees mapping exercise was carried out with the following objectives:

- a. **Provide information on needs and gaps** in essential services and protection, among urban refugees living in Kigali and Huye, with an emphasis on recent refugee arrivals from Burundi
- b. **Facilitate urban refugees' access** to information about existing services and livelihood opportunities in their areas of residence, focusing on the following sectors: Health, Education, Housing, Protection and Livelihoods.

### 1.4 The Mapping Methodology

#### 1.4.1 The Mapping Team

CWS and YWCA recruited and trained 15 enumerators to conduct household surveys in Kigali and Huye. In Kigali the exercise targeted 601 Households while in Huye it targeted 300 HHs. The study also collected information on existing community service providers including government institutions, non-governmental, community-based organizations and community-based private sector actors. This helped

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<sup>1</sup> UNHCR data as of December 2015, see: <http://data.unhcr.org/burundi/regional.php>

<sup>2</sup> See G. Rodgers, et. al., *Assessing Services in the City* (CWS: 2013), [http://cwsglobal.org/wp-content/uploads/2015/12/urbanrefugee-fullreport\\_final4-8.pdf](http://cwsglobal.org/wp-content/uploads/2015/12/urbanrefugee-fullreport_final4-8.pdf)



to contrast urban refugees' demands and existing essential services. In total 154 community service providers in both Kigali and Huye were interviewed.

The mapping work was led by a Mapping Coordinator and supported by a data entry specialist, both based in Kigali with field travel to Huye as needed. The CWS Urban Refugees Program Coordinator and Director of Program Innovation and Evaluation, based in the CWS Tanzania and US offices respectively have been providing technical support to the mapping exercise, including the development of survey and information mapping tools, review of data being entered electronically, and preparation and/or review of written work products based on the mapping data collected

#### **1.4.2 Validation of Mapping Tools**

Inspired by previous mapping exercise done elsewhere and drawing on research tools developed in its 2012 study of urban refugee–host community relations<sup>3</sup>, CWS developed the mapping exercise tools including the concept note of the exercise, terms of reference for recruitment of the mapping coordinator, data entry specialist and enumerators; and the targets. Two types of questionnaires were developed: 1) questionnaire for urban refugees mapping and 2) questionnaire for community service providers mapping. The questionnaires were adapted to each geographical zone in order to capture specific real names of each target site. Surveys were collected manually, with the information entered into an online database (e.g., Survey Monkey) using a standard template.

One day for pretesting was planned to allow each enumerator have chance to practice. The pre-testing took place in Kigali. The exercise took place in Gatenga sector in Kicukiro district. Households involved in the pre-testing were not covered during actual mapping. Enumerators were sent in pairs for the pretesting so that when one is interviewing the second one takes notes about observations. The pre-testing took place in the morning to reserve the afternoon for plenary session for comments. The pre-testing informed the mapping team about questionnaire's areas for adjustment.

#### **1.4.3 The Sampling Approach**

After consultations with UNHCR Rwanda and MIDIMAR it was decided to focus on City of Kigali and Huye district based on refugees' concentration statistics. Provided statistics from the MIDIMAR in September 2015 indicated that out of 25000 registered urban refugees the city of Kigali had a total number of 21,500 (86%) while Huye had an estimated number of 3,000 refugees thus representing 12% of the total number of urban refugees. Other urban refugees were said to be in Nyanza district (Southern Province) and Rusizi district (Western Province of Rwanda).

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<sup>3</sup> *Ibid.*

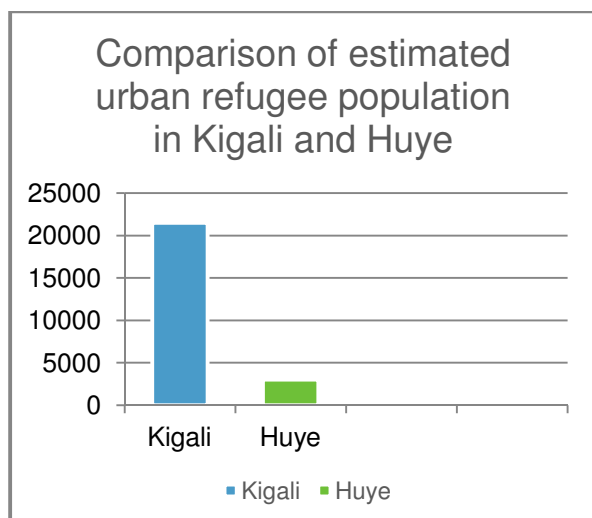


Figure 1: Estimated urban refugee populations

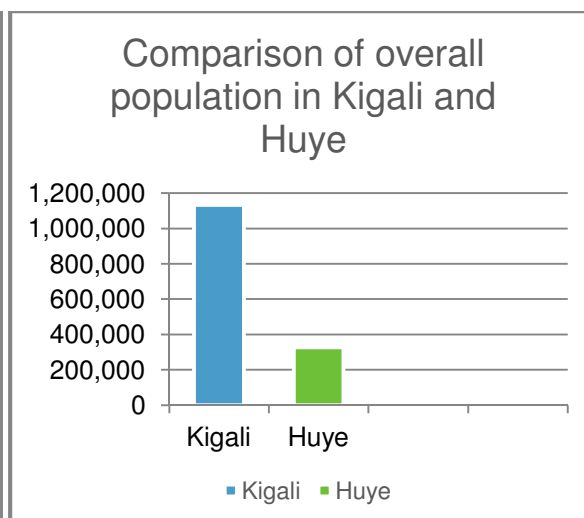


Figure 2: Total populations of Kigali and Huye

The original plan was to target three sectors from each of the target districts namely Nyarugenge, Kicukiro and Gasabo (in the city of Kigali) and Huye in the Southern Province. However after UNCHR shared statistics about urban refugees' concentration, it was observed that refugees were scattered all over the target districts and that it would be very difficult to get enough representation of refugees' views if only we maintained the same sectors originally identified.

Households were identified using a snowball sampling<sup>4</sup> approach. Teams of enumerators worked with urban refugee committee leaders to increase awareness of the survey, and then moved throughout the two urban areas to identify specific locations of urban refugees. The research team also drew upon existing information on urban refugees' locations, which was provided by UNHCR. This provided a general sense of where refugees and asylums seekers are concentrated; but given the relatively mobile nature of the respondent group, it was not possible to use this data for more systematic sampling.

To have good representation it was advised to survey 600 Households in Kigali and 300 Households in Huye district. The following are sectors covered:

District Name	Sectors covered	Total # of sectors
Nyarugenge District	Nyamirambo, Rwezamenyo, Gitega, Kimisagara, Muhima, Nyakabanda, Kiyovu, Rugunga	8
Kicukiro district	Gikondo, Gatenga, Kicukiro, Niboye, Kigarama, Kanombe, Ghanga, Masaka	8
Gasabo District	Kacyiru, Remera, Kimironko, Kininya, Gisozi, Nduba, Gatsata, Ndera, Jari	9
Huye District	Tumba, Ngoma, Mbazi, Rhashya, Huye, Mukura, Karama	7
Grand Total of Sectors		<b>32</b>

Table 1: Geographical coverage of HH surveys

<sup>4</sup> In Snowball sampling approach, a non-random sample of individuals is drawn from a given population. It is a non-probability sampling technique where existing study subjects recruit future subjects from among their acquaintances.

### 1.4.4 Data Collection Coordination

The mapping was coordinated, at Rwanda national level, by the Mapping Coordinator and supported by a data entry specialist, both based in Kigali with regular field travel to Huye district as required. The mapping coordinator worked closely with UNHCR protection units in Kigali and Huye and got consistent supervision and support from CWS at regional level. Enumerators were divided into 3 teams of five (5) members each. The three teams were headed by the three refugees recruited as enumerators. Two teams were commissioned in Kigali and one team in Huye. The Huye team was later supported with more enumerators after realizing that it was very hard to trace respondents.

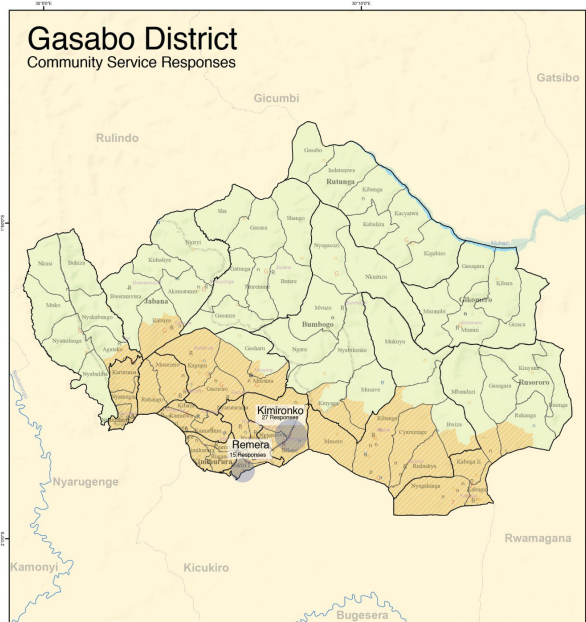


Figure 3: Relative number of responses by sector, within Gasabo district, to the two surveys

“WhatsApp Groups” were created for both Huye and Kigali teams to enable enumerators communicate among themselves and with the coordination team. Every morning and evening communication from coordination team was done to record identified challenges by enumerators and number of households covered at daily basis. More instructions were also provided during the mapping course in a case enumerator encountered some difficulties. Every week there was review and planning meetings.

Each team leader had to agree with his/her team members on the meeting point/site before dispatching into communities. Enumerators often moved into pairs. In Kigali enumerators worked in pairs while in Huye they preferred working as one team every day communicating and meeting at one site before deployment. Transportation and communication fees were provided at weekly basis to ensure enumerators had required means to carry out the mapping as effective as possible. Enumerators worked closely with refugee volunteers and members of urban refugees committees; and of course with local leaders.

#### 1.4.4.1 Data Collection and Entry

Data collection was done manually followed by data entry into an online database (e.g., Survey Monkey) using a standard template. The data entry was supervised by the mapping coordinator and done progressively as enumerators returned filled in questionnaires. Data entry specialist had an office at YWCA Rwanda and was provided a desk in UNHCR Huye.

At regional level, CWS Regional Program Coordinator for Tanzania, South Africa and Rwanda CWS and Director of Program Innovation and Evaluation, based in the CWS

Tanzania and US offices respectively provided technical support to the mapping exercise coordinator. A weekly Skype call was held to provide updates and technical support where needed. Technical support was mainly provided for the development of survey and information mapping tools and review of data being entered electronically.

## **1.5 Intended use of this study**

Any planning needs to be self-critical, and seek to understand the situation before designing interventions. This mapping has provided the foundation on which any actors with urban refugees can build on for proper planning. CWS and YWCA Rwanda are just two organizations already targeting refugees in Rwanda. So both the methodology of the study and the results are significant to the two organizations. UNHCR Rwanda office has embarked on developing and implementing urban refugees' livelihoods strategy. This mapping will certainly be useful for MIDIMAR and UNHCR in designing appropriate strategies to meet livelihoods needs of urban refugees in Rwanda. This report will be also useful for all other stakeholders of UNHCR interested in working with urban refugees.

## **1.6 Mapping limitations**

During the mapping period, there were no major constraints to report on, however several minor challenges existed. The time period for the mapping during daytime was challenging to find respondents at home as most urban refugees move during daytime for their survival. Enumerators had to make some appointments to return when responsible of households were present.

At times the requested information was slow to be received, which required enumerators to spend more time trying to lead respondents to open up for information sharing; thus consuming more than expected time.

High mobility of urban refugees moving from original arrival location to a new one combined made very challenging to trace them for interviews. Additionally, urban refugees do not stay one house next to the other but rather scattered. Enumerators had first to hold a meeting with local leaders, get lists and then move around each cell (the lowest administration unit in Rwanda) tracking whether refugees are still in the same cell.

Field trips were made to most of the cells prior to the mapping to inform cell and sector local leaders about the exercise. In some instances, it was time consuming as the team had to ask for an appointment to return another day as local leaders had other responsibilities preventing them to meet the data collection team.

## Section II: Mapping Findings

### 2.1. Statistical Findings about Urban Refugees Households

Survey Questions	Huye responses (n = 300)	Kigali responses (n = 601)
<b>LOCATION</b>		
District	N/A	Nyarugenge 46% Gasabo 28% Kicukiro 24% N/A 1%
Sector	<i>See Annex 1</i> Huye 1% Nogoma 60% Tumba 39%	<i>See Annex 1</i>
<b>DEMOGRAPHICS</b>		
Gender of respondent	Male 45% Female 55%	Male 56% Female 44%
Age of respondent	Child (0-17 yo) 3% Youth (18-25 yo) 40% Adult (26-49 yo) 49% Elder (50-69 yo) 7% Old (70 yo>) 1%	Child (0-17 yo) 3% Youth (18-25 yo) 31% Adult (26-49 yo) 56% Elder (50-69 yo) 8% Old (70 yo>) 1%
Urban / Rural origin	Urban 88% Rural 12%	Urban 90% Rural 10%
Country of origin	Burundi 99% DRC 1%	Burundi 98% DRC 2%
Length of time in Rwanda	0-3 months 20% 4-6 months 67% 7-12 months 7% 1-2 years 4% > 2 years 2%	0-3 months 28% 4-6 months 62% 7-12 months 6% 1-2 years 1% > 2 years 3%
Household size	1 person 22% 2 persons 14% 3-4 persons 25% 5-7 persons 26% 8+ persons 12%	1 person 23% 2 persons 10% 3-4 persons 21% 5-7 persons 28% 8-10 persons 13% 11+ persons 5%

Number of children (0-17 yo) in household	0 children 46% 1 child 16% 2 children 10% 3 children 13% 4 children 9% 5+ children 6%	0 children 42% 1 child 13% 2 children 14% 3 children 13% 4 children 8% 5+ children 10%
Any physical accessibility challenges in household?	Yes 9% No 91%	Yes 7% No 93%
<b>HEALTH CARE</b>		
Have you gone for health care in Rwanda?	Yes 55% No 45%	Yes 43% No 57%
If yes, where have you gone for health care?	District hospital 22% Community health center 70% Private doctor 13% Traditional healer 1%	District hospital 33% Community health center 30% Private doctor 38%
How have you paid for health care?	My own income 35% My own savings 38% UNHCR 49% Loans from family 9% Health insurance 2%	My own income 31% My own savings 29% UNHCR 41% Loans from family 13% Health insurance 1%
Do you know where to go for health care if you need it?	Yes 78% No 22%	Yes 85% No 15%
If yes, where would you go?	District hospital 29% Community health center 78% Private doctor 4% Private hospital 1%	District hospital 36% Community health center 53% Private doctor 20% Private hospital 1%
Mention a health care facility in your area that you could access.	Hospital 47% Community health center 77% Private doctor 3%	Hospital 30% Community health center 68% Private doctor 12%
Do you have any special medical needs?	Yes 22% No 78%	Yes 23% No 77%
<b>EDUCATION</b>		
What percentage of school-age children (6-17 yo) are attending school?	Attending 77% Not attending 23% (total 278 school-age children indicated)	Attending 41% Not attending 59% (total 580 school-age children indicated)
How many children attending in school in the HH? (Among those with kids in school)	1 child 34% 2 children 36% 3 children 16% 4 children 8% 5+ children 5%	1 child 25% 2 children 21% 3 children 28% 4 children 9% 5+ children 16%

If children <u>not</u> attending school, what is main reason?	Cannot pay fees 55% Don't know how to enroll 32% Legal status/ lack documents 14%	Cannot pay fees 70% Don't know how to enroll 26% Legal status/ lack documents 3% Discrimination 1%
If children <u>are</u> attending, who pays school fees?	Parents 54% UNHCR 38% Family 10% Government 2%	Parents 66% UNHCR 16% Family 18%
<b>HOUSING</b>		
Current housing status	Stay with family/friends 36% Rent with contract 47% Rent w/o contract 14% Other 1%	Stay with family/friends 59% Rent with contract 34% Rent w/o contract 5% Other 1%
How do you pay for housing?	My own income 23% My own savings 13% Family 65% Loans from neighbors 2%	My own income 18% My own savings 14% Family 71% Loans from neighbors 1%
Since coming to Rwanda, have you been forced to move from where you stay?	No 94% Yes 6%	No 96% Yes 4%
How much do you pay for housing each month? (RWF/month)  <i>* Some responses in this last group indicate assistance from family or employer</i>	None / Free 31% 20,000 or less 18% 25,000-40,000 16% 45,000-60,000 14% 65,000-80,000 7% 90,000 or more 7% * No amount indicated 10%	None / Free 53% 20,000 or less 5% 25,000-40,000 9% 45,000-60,000 14% 65,000-80,000 4% 90,000 or more 12% * No amount indicated 6%
Do you have any special housing needs? <i>* Nearly all "yes" responses indicated material needs, e.g., bed or mattress, mosquito netting, kitchen supplies. Few if any specified accessibility needs.</i>	Yes 33%* No 67%	Yes 36%* No 64%
<b>LIVELIHOODS</b>		
Are you working now?	Yes 17% No 83%	Yes 17% No 83%
If yes, how often are you working?	Full-time 73% Part-time 8% Occasionally 19% Rarely 0%	Full-time 58% Part-time 13% Occasionally 27% Rarely 2%

What is your occupation?	Business 20% Skilled trade 11% Teacher 4% Government worker 8% Agriculture 6% None 50%	Business 13% Skilled trade 6% Teacher 1% Government worker 1% Agriculture 1% None 77%
Approximately what percentage of regular HH expenses are covered by earned income?	None 11% A little bit 35% About half 25% Most of it 20% All of it 9%	None 40% A little bit 22% About half 11% Most of it 11% All of it 17%
Estimated income over the last month  (RWF/month)	No income 11% < 20,000 15% 20,000-39,000 9% 40,000- 59,000 9% 60,000 – 79,000 7% 80,000 – 99,000 7% 100,000 – 149,000 9% 150,000 – 199,000 7% 200,000 – 499,000 14% 500,000+ 14%	No income 31% < 20,000 14% 20,000-39,000 10% 40,000- 59,000 8% 60,000 – 79,000 5% 80,000 – 99,000 2% 100,000 – 149,000 7% 150,000 – 199,000 6% 200,000 – 499,000 9% 500,000+ 3% No response 5%
What are your sources of income?	Employment 9% Informal business 0% Formal business 2% Day labor/irregular work 5% Assistance - family/friends 87%	Employment 7% Informal business 2% Formal business 1% Day labor/irregular work 11% Assistance - family/friends 84%
Have you participated in livelihood programs in Rwanda?	No 97% Yes 3%	No 96% Yes 4%
Since coming to Rwanda, have you been forced to take on debt?	No 83% Yes, a little bit 12% Yes, a lot 5%	No 88% Yes, a little bit 8% Yes, a lot 5%
<b>PROTECTION</b>		
What is your main ID document?	Proof of registration 86% Passport 14% Refugee status ID 0%	Proof of registration 75% Passport 8% Refugee status ID 17%
Does your ID document allow you to access the following services? (% responding Yes)	Education 30% Health care 45% Housing 11% Employment 11% Travel within Rwanda 97%	Education 14% Health care 29% Housing 30% Employment 18% Travel within Rwanda 95%
Have you experienced any safety problems while in Rwanda?	Yes 7% No 93%	Yes 6% No 94%



If yes, who did you approach for help?	Police 36% Refugee community leaders 21% Neighbor 43% UNHCR 7%	Police 47% Refugee community leaders 16% Neighbor 21% UNHCR 26%
Do you know where are police stations nearby where you stay?	Yes 48% No 52%	Yes 59% No 41%
Have you needed legal support while in Rwanda?	Yes 4% No 96%	Yes 2% No 98%
Generally, do you have any challenges living in Huye / Kigali?	Yes 73% No 27%	Yes 76% No 24%
<b>ACCESS TO INFORMATION</b>		
Do you use the following to access information about activities in Huye/Kigali?	Internet 62% Radio 70% Television 32% Newspaper 6% UNHCR 20% Community meetings 34% Telephone 91% Other 7%(whatsapp)	Internet 53% Radio 74% Television 45% Newspaper 10% UNHCR 12% Community meetings 22% Telephone 81% Other 11%
<b>COMMUNITY RELATIONS</b>		
Generally, do you feel welcome in your neighborhood?	Yes 95% No 5%	Yes 93% No 7%
Do you participate in following activities with both Rwandans and refugees together?	Attend religious worship 56% Attend school 48% Access health services 50% Work / business 21% Play sports 42% Enjoy leisure activities 51% Other community activities 46%	Attend religious worship 61% Attend school 41% Access health services 42% Work / business 48% Play sports 50% Enjoy leisure activities 51% Other community activities 39%
Do you go to <i>umuganda</i> ?	Yes 57% No 43%	Yes 50% No 50%
How would you describe your experience with the host community, since coming to Huye?	Always positive 19% Mostly positive 75% Mostly negative 6% Always negative 1%	Always positive 24% Mostly positive 60% Mostly negative 13% Always negative 4%

## 2.2. Analysis of Findings about Urban Refugees Households

For certain indicators, responses from Kigali were analyzed at the district and sector levels, to assess whether there are trends that might require specific attention or could inform targeting of community

services. Sectors were included in this breakdown analysis if there were at least **20 total responses** from the sector; this included four sectors each in Nyarugenge and Kicukiro districts, and three sectors in Gasabo district. Gender and age were also examined for certain indicators.

## A. Demographics

Virtually the entire sample (> 98%) is comprised of Burundian urban refugees, with only a very small (< 2%) percentage comprising Congolese urban refugees. Nearly 90% of all respondents had fled to Rwanda within six months of the survey. Respondents had largely fled from urban areas, which could be a factor in individuals' decisions to seek refuge in an urban area rather than a camp location.

## B. Health Care

Responses broken down by gender showed modest differences in rates of accessing health care: 55% of female refugees in Kigali responded that they have gone for health care services in Rwanda, compared to 35% of male refugees. This suggests that clinic-based outreach to urban refugees on health-related topics may be more effective with women than men; to reach a male audience, other community locations or communication channels appear necessary.

Within Kigali, the rates of accessing health care are relatively similar across districts; with a slightly higher rate shown in Kicukiro district:

District	Has not accessed health care in Rwanda	Has accessed health care in Rwanda	Total responses	Rate of prior health care access
Nyarugenge	113	161	274	41%
Gasabo	98	71	169	42%
Kicukiro	75	72	147	49%

*Table 2: Rates of health care access among refugees in Kigali*

Kigarama sector (Kicukiro) had the highest rate, with 62% of respondents (42 total) reporting they have accessed health care since coming to Rwanda. The lowest responses by sector were:

Sector	Total responses	Rate of prior health care access
Rwezamenyo (Nyarugenge)	83	35%
Gitega (Nyarugenge)	72	37%
Remera (Gasabo)	59	34%
Gatenga (Kicukiro)	42	38%

*Table 3: Sectors in Kigali with lowest rates of health care access by refugees*



District	Children attending school	Children not attending school	Total school-age children	Attendance rate
Nyarugenge	180	194	374	48%
Gasabo	133	80	213	62%
Kicukiro	114	68	182	63%

Table 4: School attendance rates by school-age refugee children in Kigali

A more common challenge cited is language, as most Burundian children are coming from a French-language system, whereas Rwanda now has an English-based system. This suggests that refugee children may benefit from assistance in making a transition to an English-based school system. Costs were also cited as significant challenges, including the cost of local transportation for children to reach school and the cost of school meals.

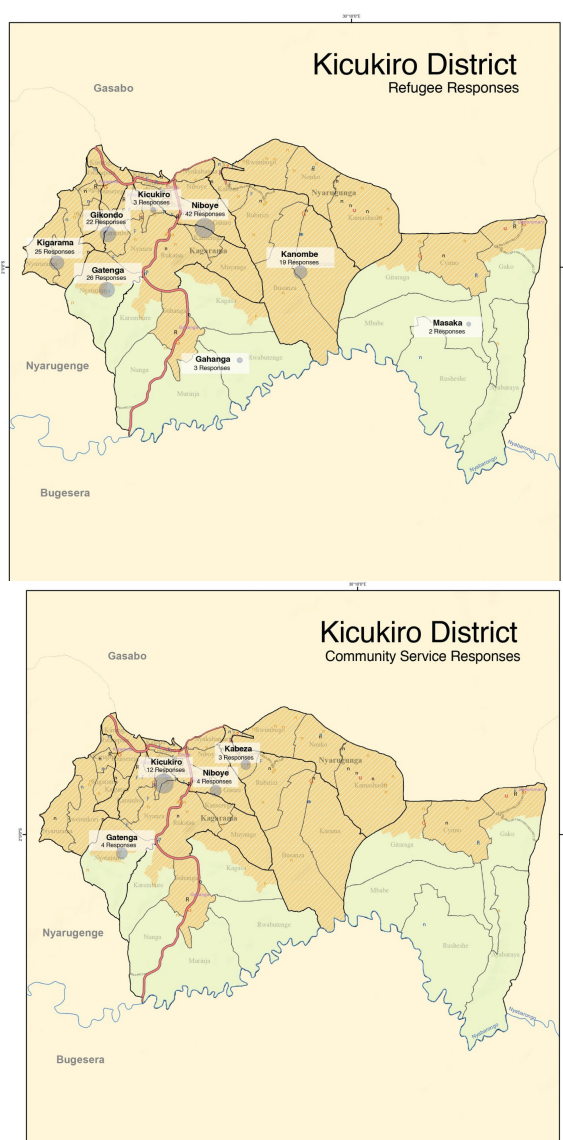


Figure 5: Relative number of responses by sector, within Kicukiro district, to the two surveys

## D. Housing

Most respondents (71% in Kigali and 65% in Huye) indicated that their relatives are assisting them to pay for accommodations in Rwanda. Smaller percentages indicated that they are using their own income or savings to pay for housing costs. The survey did not ask respondents about hosting arrangements with Rwandan families or employers, but a small number of respondents also indicated these as means of securing accommodation. Generally, respondents interpreted “special housing needs” not related to physical accessibility, but in terms of material needs, including a lack of mosquito netting, mattresses and beds, and cooking and kitchen supplies; or a need for less expensive housing. Anecdotally, enumerators noted that some respondents have been moving from one location to another, in search for better housing conditions. Very few (around 5%) indicated that they have been forced to move from their housing, for inability to pay rent or other reasons.

## E. Livelihoods

Based on survey responses, livelihoods is the sector where there is the largest gap between need and access to assistance. Only a small percentage (around 17%) of respondents are currently working, and enumerators observed that nearly all respondents are eager to find productive activities. While only around one-quarter of respondents indicated that they are experiencing challenges living in Rwanda, that

the vast majority of these responses were related to poverty, lack of employment, and inability to provide for basic living expenses.

Only a small percentage of respondents indicated an occupation in response to the survey, but this might reflect misinterpretation of the survey question (i.e., occupation status in Rwanda, rather than prior occupation in Burundi). Anecdotally, enumerators noted that there are a number of professionally trained individuals among the urban refugee respondents, including teachers and medical staff, as well as persons with vocational skills, such as drivers.

Survey responses about monthly income and expenses suggest that most urban refugees are relying on assistance from relatives or friends. A majority reported some form of income, even though very few reported sources of earned income. For refugees living with host families, it was unclear that they know estimated cost of household expenses, as essential needs (e.g., water, food and clothes) are being covered by their host families.

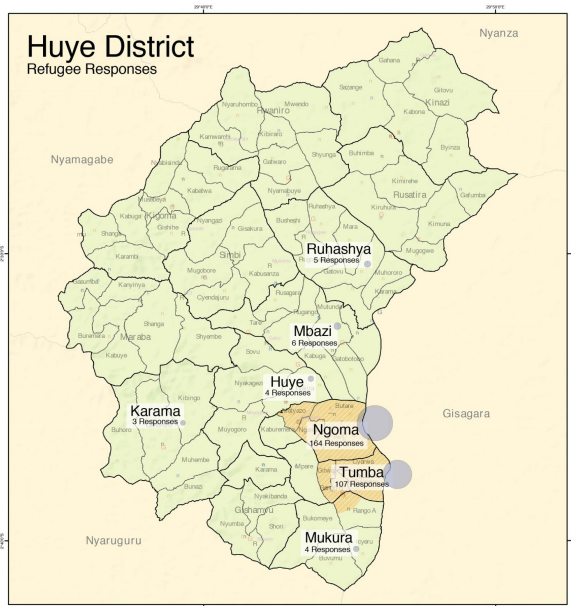


Figure 6: Number of refugee responses by sector, within Huye district

## F. Protection

Respondents generally did not indicate concerns about protection; a small percentage reported having been robbed or assaulted, particularly at night. Of those respondents who indicated that they face challenges living in Rwanda, a small percentage noted discrimination as one of the challenges; the majority indicated challenges related to poverty and lack of livelihoods opportunities.

Within Kigali, a majority (59%) could identify their neighborhood police station. This figure was lowest in Kicukiro district, where only 43% responded that they knew where their local police station was located.

## G. Access to Information

Telephones (mobile phones) are the most significant source of information for urban refugees; with more than half also accessing information via radio or the internet. Social media, such as Facebook or WhatsApp, was also indicated by some refugees, and these also may be reflected among those respondents who access information via mobile phone or internet. Relatively few respondents indicated that they access information via print newspaper or from UNHCR directly.

## H. Relations with Host Community

The vast majority of respondents indicated that their relationships with Rwandan hosts are either always or mostly positive, and that they feel welcome in their neighborhoods. Just over half of respondents indicated that they participate in Umuganda community service activities, which offer a point for integrating into the local community. Within both the Huye and Kigali respondents, participation in Umuganda was higher among refugee men:

Gender	Umuganda participation rate in Huye	Umuganda participation rate in Kigali
Male	55%	59%
Female	40%	52%

Table 5: Umuganda participation rates by refugees in Huye and Kigali

## 2.3. Findings about Community Service Providers

### 2.3.1. Introduction

The survey was conducted in Huye and Kigali to assess existing level of services available to urban refugees. It was conducted through direct meetings with a total 154 service providers as well as via electronic survey that respondents could complete directly for both Huye and Kigali. The findings, summarized here, are intended to be interpreted alongside findings of a household survey that was conducted with urban refugees in both cities in November 2015, so as to identify where gaps in services and protections could be met by existing community service providers.

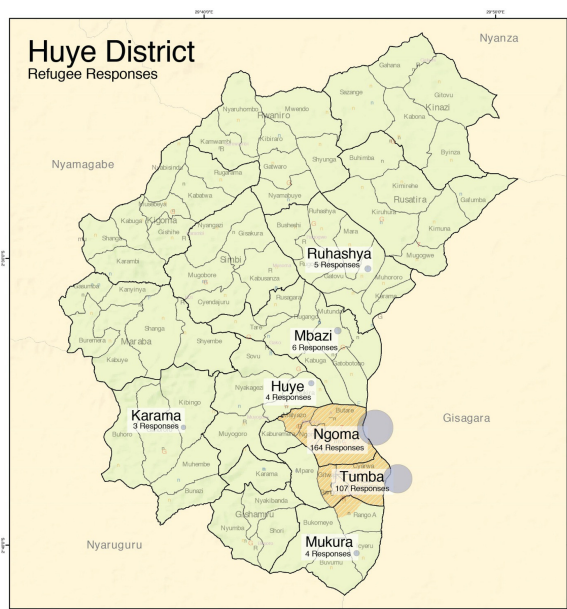


Figure 7: Number of community service responses by sector, within Huye district

### 2.3.2. Major Findings

**Livelihoods** is the sector where the largest percentage of respondents indicated that they provide services, and that services are being accessed by urban refugees. This was the case in both Huye (27 of 40, or 63%) and Kigali (74 of 97, or 76%). Livelihoods was also the most significant gap identified in the HH survey, it may be useful to identify ways to facilitate urban refugees' access to these services.

In both locations, there is very little **humanitarian / emergency material assistance** (e.g., non-food items or clothing) offered by respondents; and also very little **practical assistance on housing or accommodations**. These may be areas where UNHCR needs to continue playing a leading role.

Other sectors, e.g., **health outreach and vocational education** – the survey findings suggest that strengthening links with community service providers could improve access by refugees more readily. A smaller percentage of community service providers indicated that they provide direct health services; however, household survey responses did not suggest this is a priority gap in service provision.

A significant **number of service providers indicated that they have programs in response to SGBV and/or child protection needs**. While these were not asked specifically about in the household survey, if these are being identified as a need in urban areas, they are sectors where stronger links with community service providers would benefit refugees and asylum seekers.

The following are statistics showing the findings in general:

Services provided	Huye responses (n = 43 )	Kigali responses (n = 97 )
Health	Health financing 10% Health promoter 55% Health services 7% None provided 48%	Health financing 0% Health promoter 21% Health services 16% Health insurance 3% None provided 73%
Education	Primary 43% Secondary 41% University 0% Vocational 17% Scholarships 19% None provided 57%	Primary 3% Secondary 2% University 3% Vocational 28% Scholarships 6% Computer training 9% None provided 65%
Housing	Provide shelter 10% Promote housing rights 5% None provided 90%	Provide shelter 1% Promote housing rights 4% Housing financing 3% None provided 94%
Livelihoods	Entrepreneurship 66% Micro-enterprise support 27% Business support Self-reliance 53% Job placement 0% Employment readiness 5% Artisanal crafts 22% Information business 10% Microfinance 7% Agricultural support 43% None provided 32%	Entrepreneurship 37% Micro-enterprise support 8% Business support 18% Self-reliance 12% Job placement 57% Employment readiness 11% Artisanal crafts 11% Information business 7% Microfinance 1% Agricultural support 12% None provided 24%
Protection	SGBV 88% Child protection 79% Human rights 88% Refugee rights 12% Legal assistance 7% Community security 7% None provided 7%	SGBV 25% Child protection 23% Human rights 29% Refugee rights 8% Legal assistance 11% Community security 10% None provided 71%
Humanitarian Assistance	NFIs 13% Clothing 8% None provided 88%	NFIs 13% Clothing 11% None provided 86%

Accessing services	Huye responses (n = 43 )	Kigali responses (n = 97)
Fees for services?	Yes 5% No 95%	Yes 51% No 49%
Specific eligibility requirements?	Yes 89% No 11%	Yes 68% No 32%
Worked with refugees or asylum seekers previously?	Yes 40% No 60%	Yes 80% No 20%
Coordinated with UNHCR previously?	Yes 9% No 91%	Yes 14% No 86%
Best way for refugees to contact the organization	Email 95% Telephone 91% Walk in anytime 16% Walk-in hours 7%	Email 34% Telephone 95% Walk in anytime 71% Walk-in hours 6%

**2.3.3. Kigali-Specific Observations**

The majority of respondents in Kigali – 80% -- have worked previously with refugees or asylum seekers; but only 14% have coordinated with UNHCR previously. This suggests that there will be a knowledge base among Kigali community services of at least some of urban refugees’ needs, but not necessarily about UNHCR referral mechanisms, or protections that UNHCR might extend to refugees if service providers identify these needs.

The breakdown of responses to the survey by district and sector are as follows:

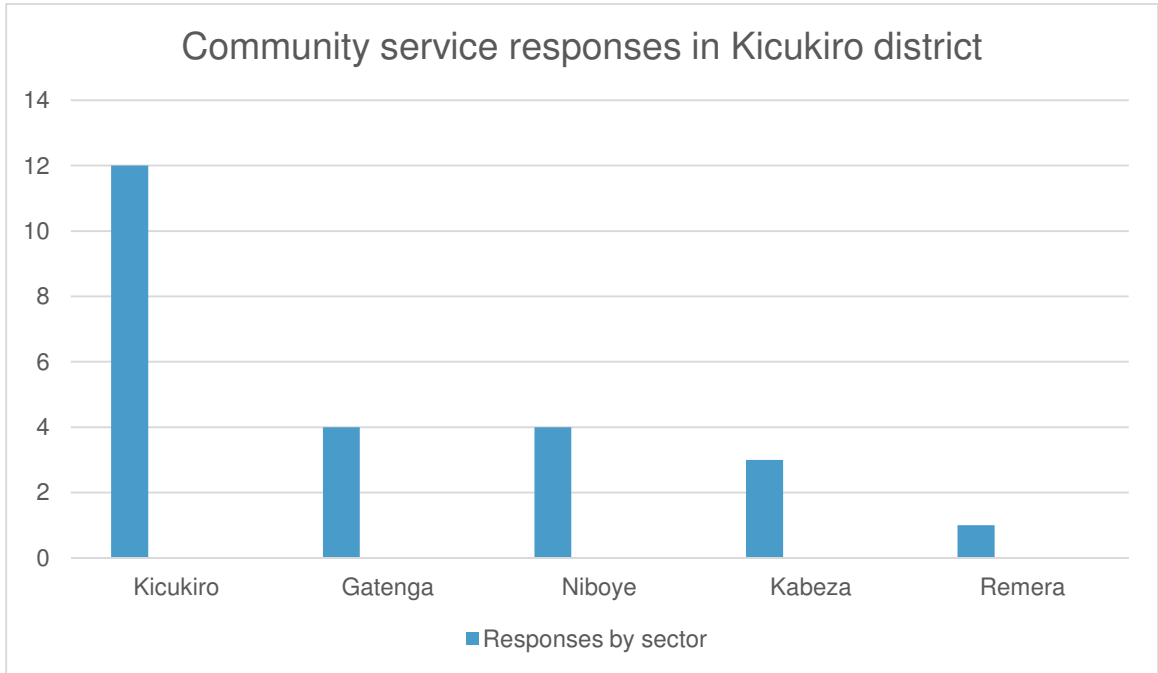


Figure 8: Community service responses by sector, in Kicukuro district



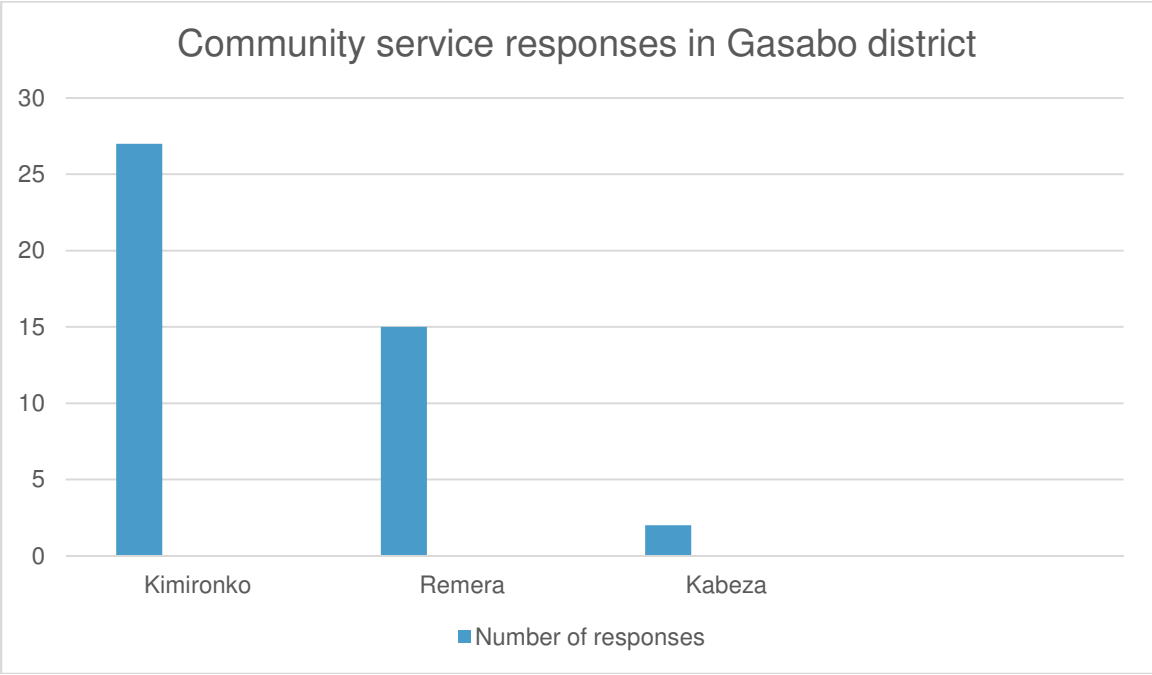


Figure 9: Community service responses by sector, in Gasabo district

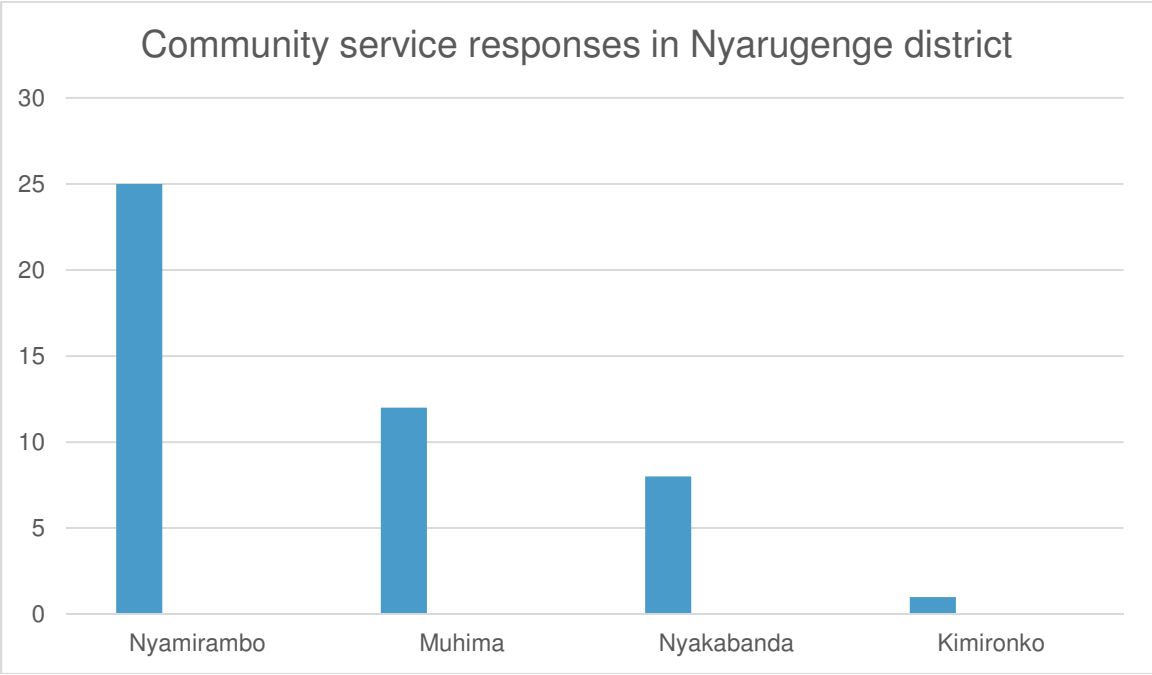


Figure 10: Community service responses by sector, in Nyarugenge district

Among organizations in Kigali that work as **health promoters (i.e., health outreach)**, 13 have worked previously with refugees and 11 have not. 19 of 25 have not coordinated with UNHCR previously. Two organizations indicate they have IP or contractual relationship with UNHCR; one other organization has received occasional referrals from UNHCR.

Among **health service providers**, 14 of 16 organizations have experience working with refugees or asylum seekers. Only 2 of 16 indicated past coordination or working relationship with UNHCR.

Livelihoods is a sector with extensive community services, but perhaps where the scale of services at each community provider is modest. When asked whether they are serving refugees at present, about 30-40 agencies responded “Yes”. Among those that estimated a number of refugee clients, generally this number was between 1 and 6 refugee participants. This suggests it may be viable to increase broadly the number of agency contacts for livelihood referrals, and to spread out referrals across this broader network; as capacity may be limited for any one agency to assume a significant number of new participants.

Focus of Livelihood support activities in Kigali	Have you previously worked with refugees or asylum seekers?		Have you coordinated or worked with UNHCR previously?	
	Yes	No	Yes	No
Entrepreneurship	23	16	6	34
Artisanal crafts support	8	4	4	9
Microenterprise support	7	2	4	6
Employability	7	4	2	9
Self-reliance	8	6	5	10
Job placement	47	11	3	55
Business support	11	7	4	15
Info business support	7	2	1	8

Table 6: Prior experience working with refugees and UNCHR, among Kigali livelihoods service providers

For most of these livelihood support areas, the majority of community services providers reported that they do not charge a fee, as shown in the table below Job placement and Information business support are the two areas in which a majority of service providers reported they do charge a fee:

Focus of Livelihood support activities in Kigali	Do you charge a fee?	
	No	Yes
Entrepreneurship	25	16
Artisanal crafts support	8	5
Microenterprise support	7	3
Employability	10	1
Self-reliance	13	2
Job placement	22	36
Business support	14	5
Info business support	3	6

Table 7: Number of livelihood service providers that charge fees in Kigali

#### 2.3.4. Huye-specific observations

The breakdown of responses by sector in Huye district are as follows:

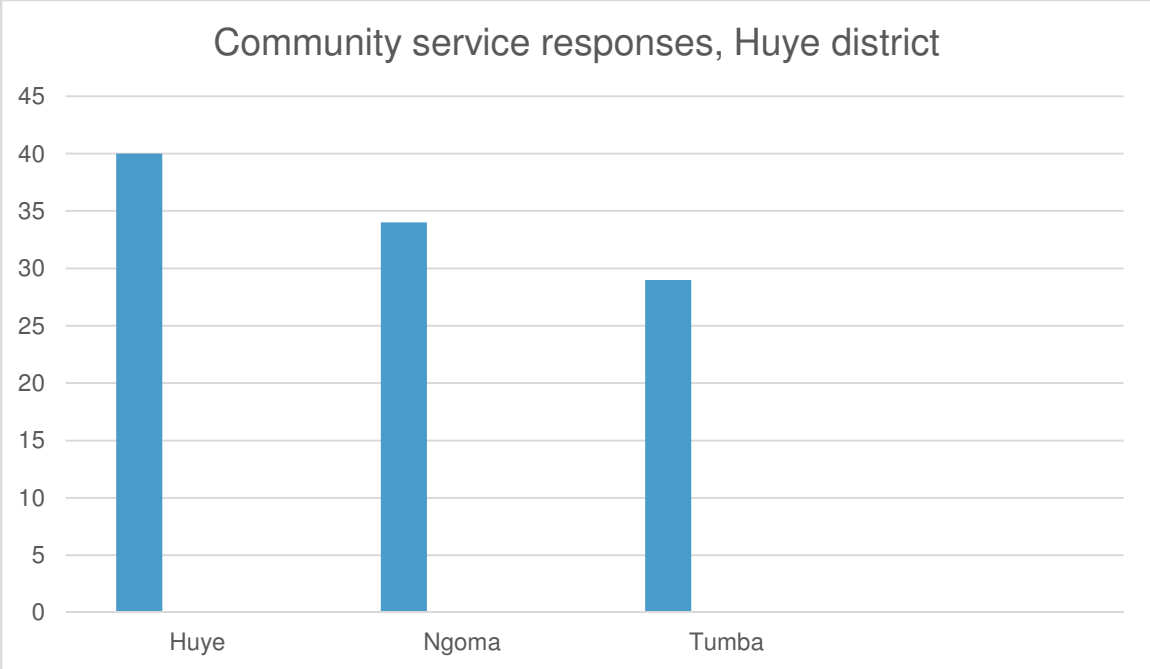


Figure 11: Community service responses by sector, in Huye district

Only 40% of service providers in Huye have worked previously with refugees or asylum seekers; and only 9% have previously coordinated with UNHCR. This suggests a need both to provide for capacity-building related to refugee protection processes and specific needs of refugees and asylum seekers, and an introduction of UNHCR’s coordination function and other roles. Fewer community service providers have experience assisting refugees in livelihoods programs in Huye, as compared to Kigali, although there are organizations that have this experience. In particular, organizations in Huye that support entrepreneurs and small businesses are not working with refugees quite as broadly as their counterparts in Kigali:

Focus of Livelihood support activities in Huye	Have you previously worked with refugees or asylum seekers?		Have you coordinated or worked with UNHCR previously?	
	Yes	No	Yes	No
Entrepreneurship	11	21	3	28
Artisanal crafts support	5	5	2	8
Microenterprise support	4	8	1	11
Employability	0	2	0	2
Self-reliance	10	15	3	21
Job placement	4	1	0	5
Business support	2	6	1	7
Info business support	2	3	0	5

Table 8: Prior experience working with refugees and UNCHR, among Huye livelihoods service providers

Coordination with UNHCR is almost non-existing among livelihoods community service providers in Huye (as shown in the table above), and could be an area where greater information exchange could improve urban refugees’ access to existing community services.

As in Kigali, most livelihoods service providers in Huye reported that they do not charge fees for service, with job placement being the one exception:

Focus of Livelihood support activities in Huye	Do you charge a fee?	
	No	Yes
Entrepreneurship	28	3
Artisanal crafts support	9	1
Microenterprise support	11	1
Employability	2	0
Self-reliance	23	1
Job placement	1	4
Business support	8	0
Info business support	4	1

*Table 9: Number of livelihood service providers that charge fees in Huye*

## Section III: Recommendations

### 3.1. Recommendations about Urban Refugees' Gaps/challenges

- Lack of Documentation for the Refugees Status has been proved to be one of the hindering factors that prevent refugees to access certain services and sometimes prevent them to engage in livelihoods opportunities. Most of the refugees interviewed possess only Proof of Registration. It is recommended that UNHCR and Government process Refugee IDs, so as to remove barriers and allow them access livelihoods opportunities.
- A large number of refugees responded that they are currently accommodated by their family members (36% Huye, 59% Kigali). This arrangement is not sustainable in the long run, and may lead to future protection concerns. Therefore, there is immediate need to ensure that refugees have access to income generating activities and livelihoods opportunities, so that they are able to pay for their own accommodation in a more sustainable way.
- All school age children have to be attending school. Responses from both Kigali and Huye indicate that the biggest reasons for school age children not attending school is lack of school fees (Huye 55%, and Kigali 70%). While it may not be possible for UNHCR or Government to cater for the education needs for all in need, UNHCR must find a way to connect school age children with service providers providing education services to widen the scope for access by these children.
- Productive ways to connect urban refugees with livelihoods service providers must be prioritized immediately to ensure refugees engage in livelihoods opportunities. This survey noted biggest concerns in urban refugees' access to livelihoods and engagement in income generating activities. If refugees continue to live without means of generating their own income, and continue being dependent on none sustainable means such as family members and their reserve resources, there will come time when these resources run out, and concerns (especially protection concerns) will likely emerge for both refugees and even their neighboring host citizens. Responses from services providers indicate that there are existing livelihoods support opportunities from which refugee could benefit, if they can access these programs.<sup>5</sup>

### 3.2. Recommendations about Community Service Providers

- As there are many actors in livelihoods provision and that there was a significant gap identified in the Household survey, it is useful to identify ways to facilitate urban refugees' access to these services.
- The assumption that there is some knowledge base of refugees' needs among Kigali service providers, but not about UNHCR referral mechanisms, requires to increase the awareness about UNHCR work and interventions in terms of health services and protections to be able to link up with existing or potential actors in those sectors;
- There is a need for different Rwandan actors, including NGOs and other community service providers to learn more about UNHCR and its role and activities; and perhaps more need for training/learning opportunities about specific needs of refugees and asylum seekers, for community service providers.
- UNHCR should maintain a focus on housing and protection, as a there are few community service actors in these sectors. In other areas -- like health outreach, livelihoods, and education -- it seems more likely that strengthening links with community service providers would improve access to these

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<sup>5</sup> The community service survey showed that, among all respondents, 66% provide entrepreneurship support; and smaller percentages provide other forms of assistance, including micro-enterprise support, artisanal crafts, job placement, business support, and employment readiness. These opportunities can benefit refugees if urban refugees are connected to these service providers.

essential services by refugees. This should be prioritized, rather than creating parallel systems or structures for urban refugees.

- UNHCR must find a way to connect refugees in both Huye and Kigali with the livelihoods service providers. While the findings suggest there are many service providers focusing on livelihoods opportunities, in both Kigali and Huye<sup>6</sup>, refugee respondents clearly indicated a gap regarding availability of livelihoods opportunities. Refugees in both cities are generally not aware of livelihoods opportunities in their areas. As livelihoods was also the most significant gap identified in the households survey, it would be particularly useful to focus on strengthening connections between refugees and hosts in this sector, and identify ways to facilitate urban refugees' access to these services.
- It was noted that there is little humanitarian or emergency assistance offered in both Huye and Kigali, from the responses of the community service providers. A small number of respondents still said that they offer humanitarian assistance such as Non Food Items (NFIs 13%) in both Kigali and Huye; and clothing (8% Huye and 11% Kigali). UNHCR must establish arrangement with these service providers so that refugees are able to access these services; while also seeking other means to provide emergency assistance directly. UNHCR may find a way to encourage these service providers to extend humanitarian response needs to urban refugees, but given the low percentages of community service providers that extend this support, other arrangements (including UNHCR direct provision) may also be needed for those urban refugees who are most vulnerable.
- Most of service providers have not worked or coordinated with UNHCR before (91% Huye and 86% Kigali). This has an impact on urban refugees' access to services provided by these services providers, as they are not known by UNHCR and thus not receiving referrals. It is recommended that UNHCR expands its outreach to relevant services providers, including those traditionally not in the loop of UNHCR operational partners. This in turn should allow refugees to increase access to services.
- The majority of community service provider respondents in Kigali – 80% -- have worked previously with refugees or asylum seekers; but only 14% have coordinated with UNHCR previously. This suggests that there will be a knowledge base among Kigali community services of at least some of urban refugees' needs, but not necessarily about UNHCR referral mechanisms, or protections that UNHCR might extend to refugees if service providers identify these needs. This is a serious gap that in the end leads to inaccessibility of refugees to various services. It is recommended that UNHCR and the Government work with relevant partners and service providers to establish the referral mechanism and communication mechanisms and tools that will ease the process where UNHCR can refer refugees to service providers and versa especially where service providers provide services to undocumented self-settled urban refugees who have not accessed UNHCR services.
- Capacity of community service providers should be considered; the survey responses suggested that many respondents work with relatively small groups of participants. It may be practical to begin with a small number of referrals to a number of community service providers, and expand gradually.
- Capacity-building and public education related to refugee protection and rights must be enhanced to ensure that the general public is aware of refugees and their rights. This will lift stereotypes that prevent refugees to access their rights especially the right to work and engage in productive livelihoods in Rwanda. More capacity building must be directed to service providers and employers for improved refugees' access to livelihoods opportunities.

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<sup>6</sup> In Huye, 27 of 40 or 63%, responded that they conduct livelihoods activities; and in Kigali, 74 of 97 or 76%.

## ANNEXES

### Annex 1: Locations of Urban Refugee Respondents in Kigali and Huye

#### A. Breakdown by District

District	Number	Percentage
NYARUGENGE	276	46%
GASABO	169	28%
KICUKIRO	147	24%
N/A	9	1%
<b>Total</b>	<b>601</b>	

#### B. Breakdown by Sector

##### Nyarugenge District

Sector	Number	Percentage
Nyamirambo	83	30%
Rwezamenyo	72	26%
Gitega	34	12%
Kimisagara	30	11%
Muhima	19	7%
Nyakabanda	15	5%
Kiyovu	15	5%
Rugunga	4	1%
N/A	4	1%
<b>Total</b>	<b>276</b>	

##### Gasabo District

Sector	Number	Percentage
Kacyiru	70	41%
Kimironko	59	35%
Remera	24	14%
Kininya	6	4%
Gisozi	3	2%
Nduba	2	1%

Gatsata	2	1%
Ndera	2	1%
Jari	1	1%
<b>Total</b>	<b>169</b>	

#### Kicukiro District

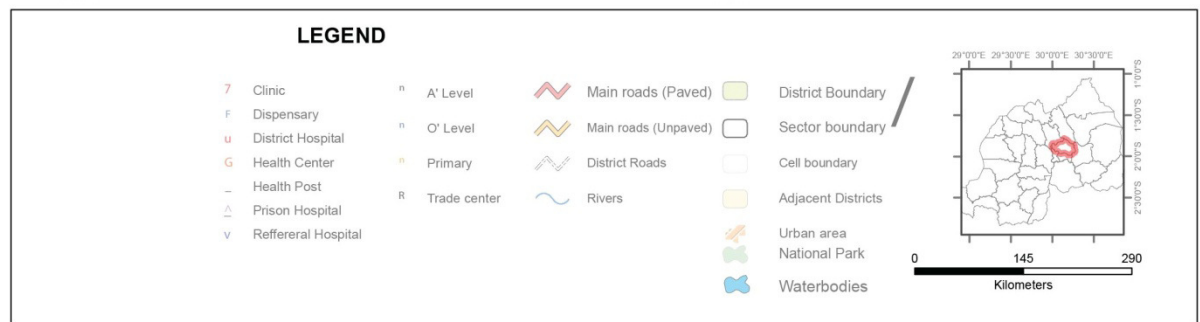
Sector	Number	Percentage
Niboye	42	29%
Gatenga	26	18%
Kigarama	25	17%
Gikondo	22	15%
Kanombe	19	13%
Gahanga	3	2%
Kicukiro	3	2%
Masaka	2	1%
N/A	5	3%
<b>Total</b>	<b>147</b>	

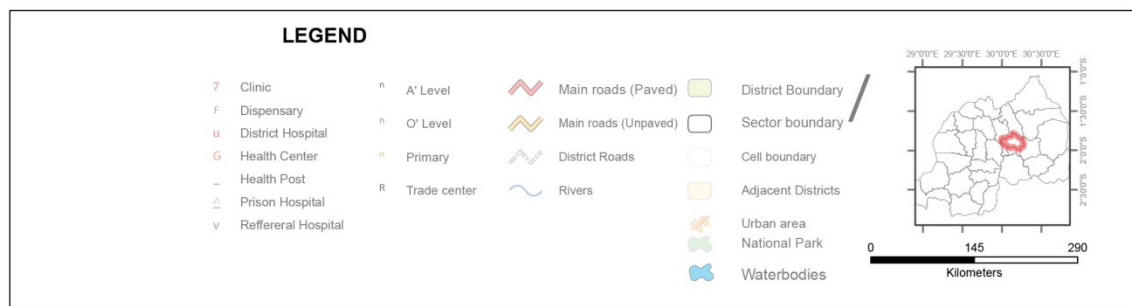
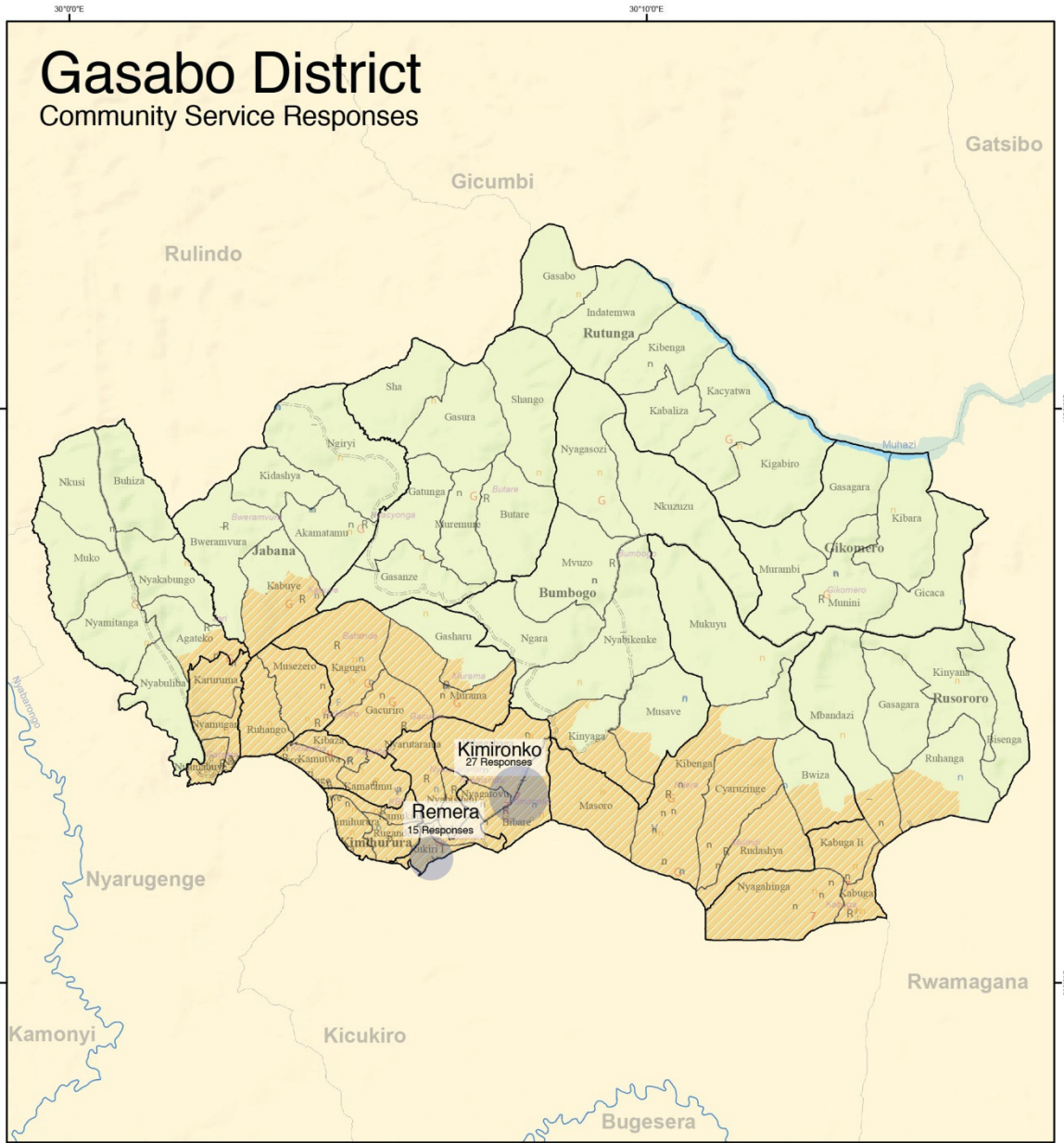
#### C.Huye respondents: Breakdown by Sector

Sector	Number	Percentage
Ngoma	164	55%
Tumba	107	36%
Mbazi	6	2%
Ruhashya	5	2%
Huye	4	1%
Mukura	4	1%
Karama	3	1%
N/A	7	2%
<b>Total</b>	<b>300</b>	



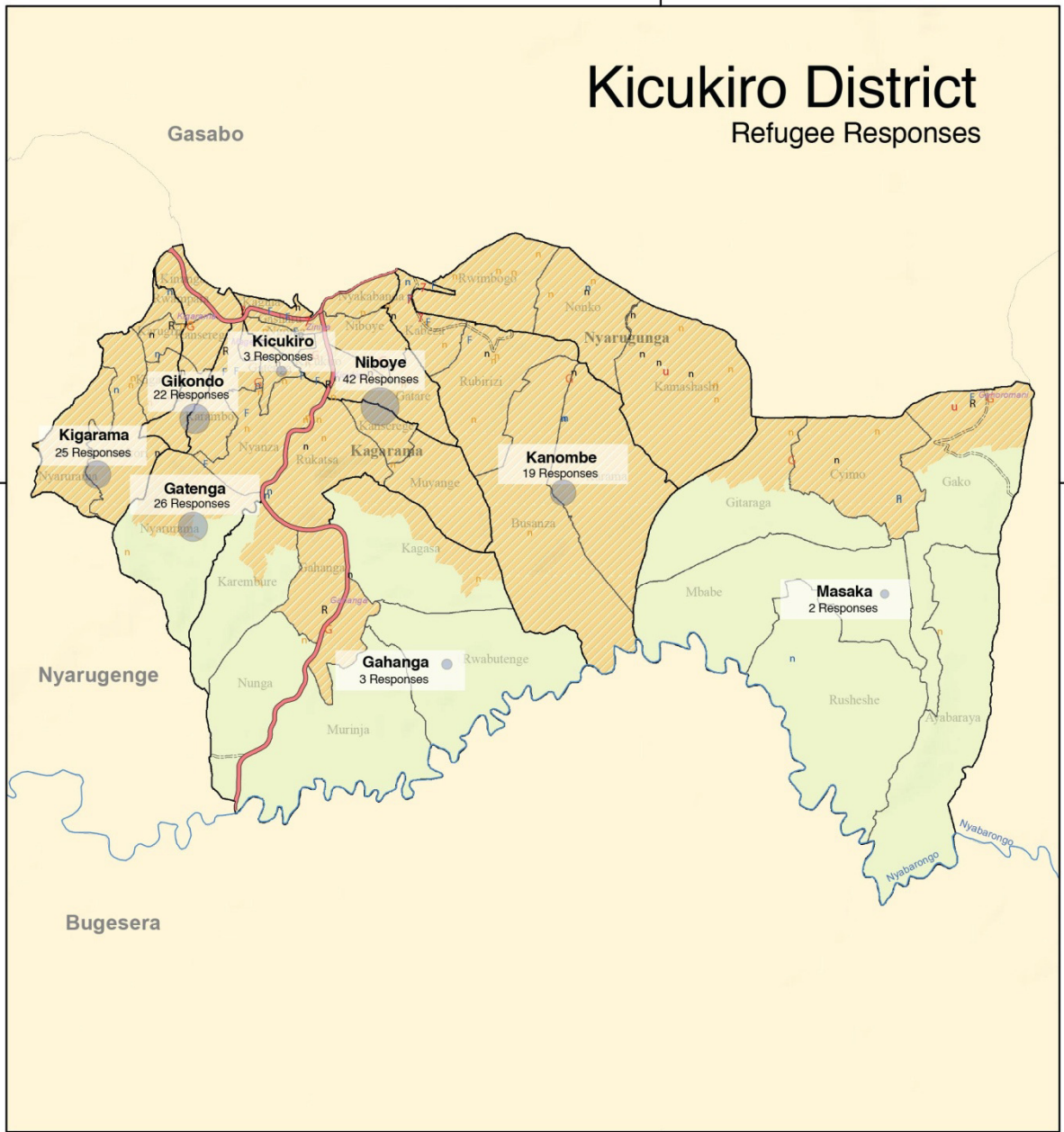
**Annex 2: Maps of Refugee and Community Service number of respondents by District**





# Kicukiro District

## Refugee Responses



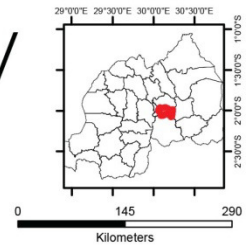
### LEGEND

- 7 Clinic
- F Dispensary
- u District Hospital
- G Health Center
- Health Post
- △ Prison Hospital
- v Referrer Hospital

- n A' Level
- n O' Level
- n Primary
- R Trade center

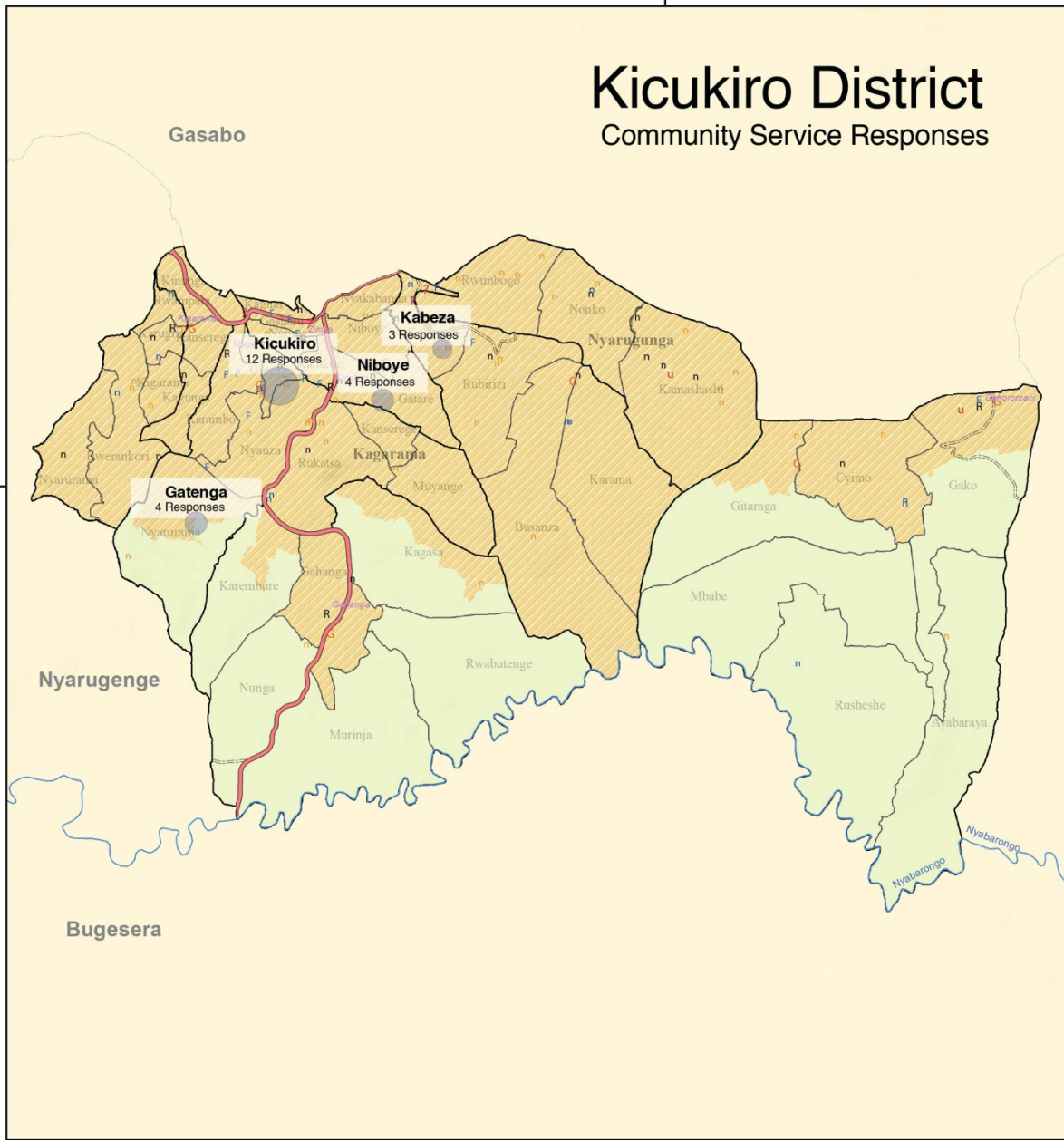
- Main roads (Paved)
- Main roads (Unpaved)
- District Roads
- Rivers

- District Boundary
- Sector boundary
- Cell boundary
- Adjacent Districts
- Urban area
- National Park
- Waterbodies



# Kicukiro District

## Community Service Responses



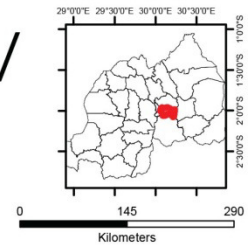
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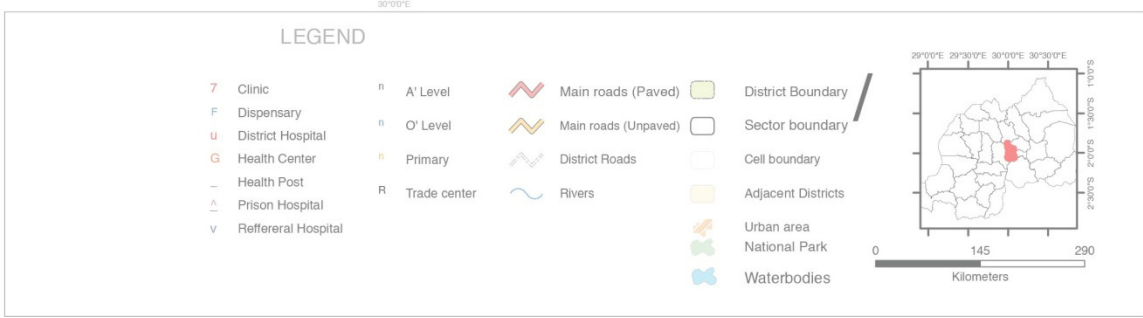
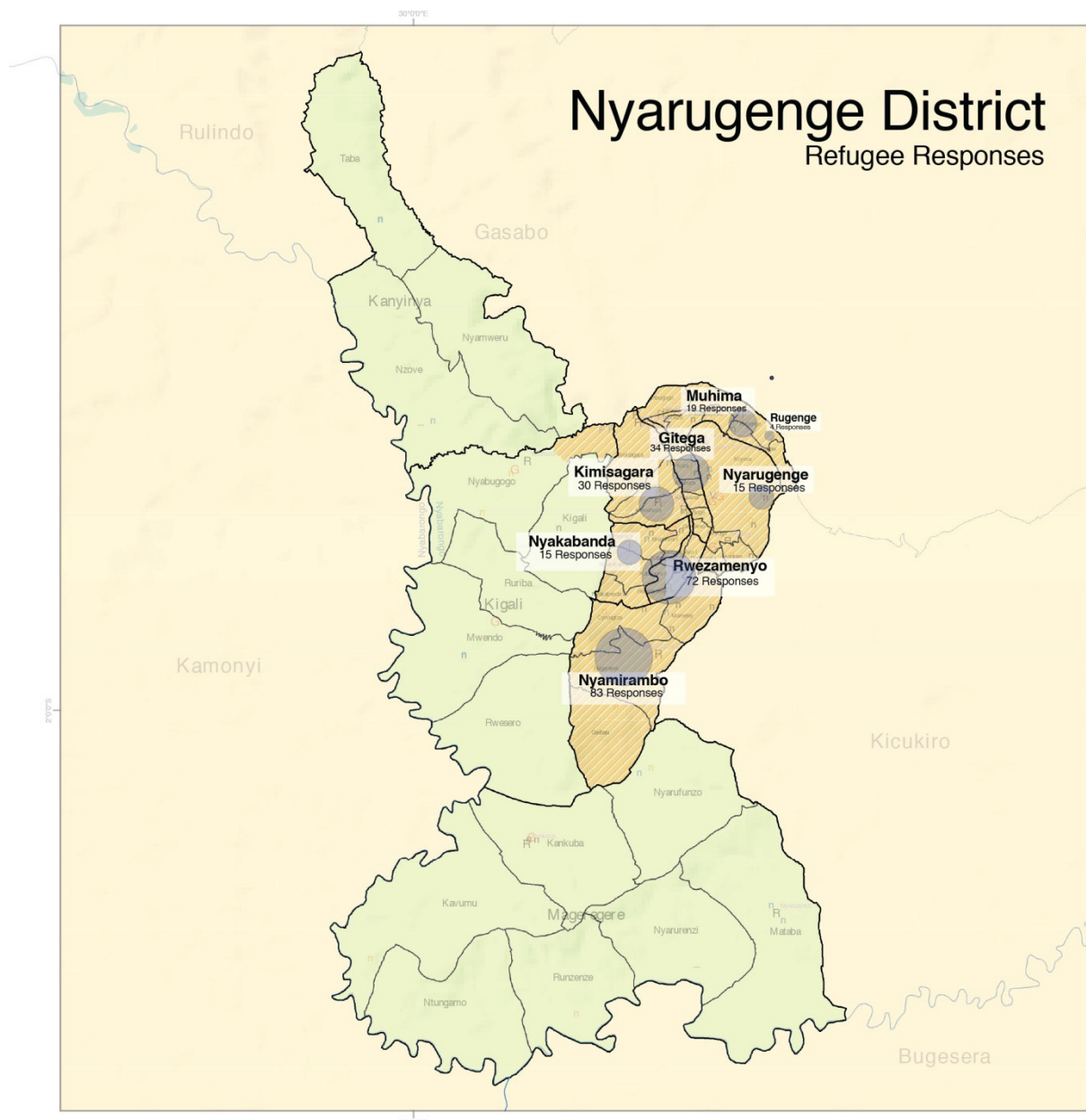
- 7 Clinic
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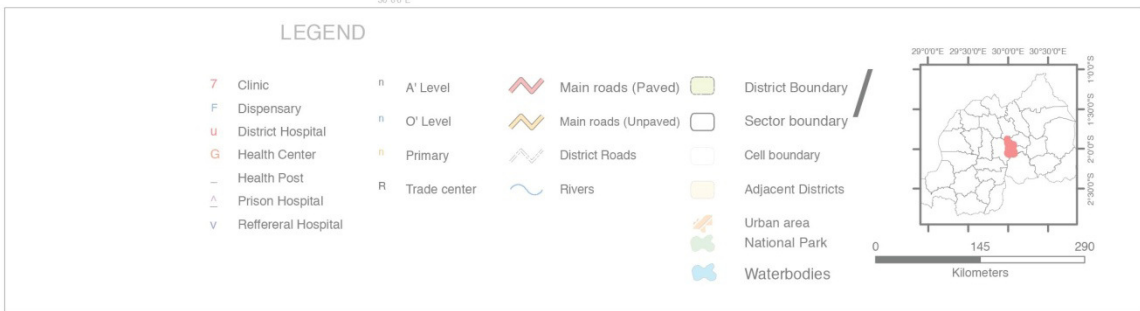
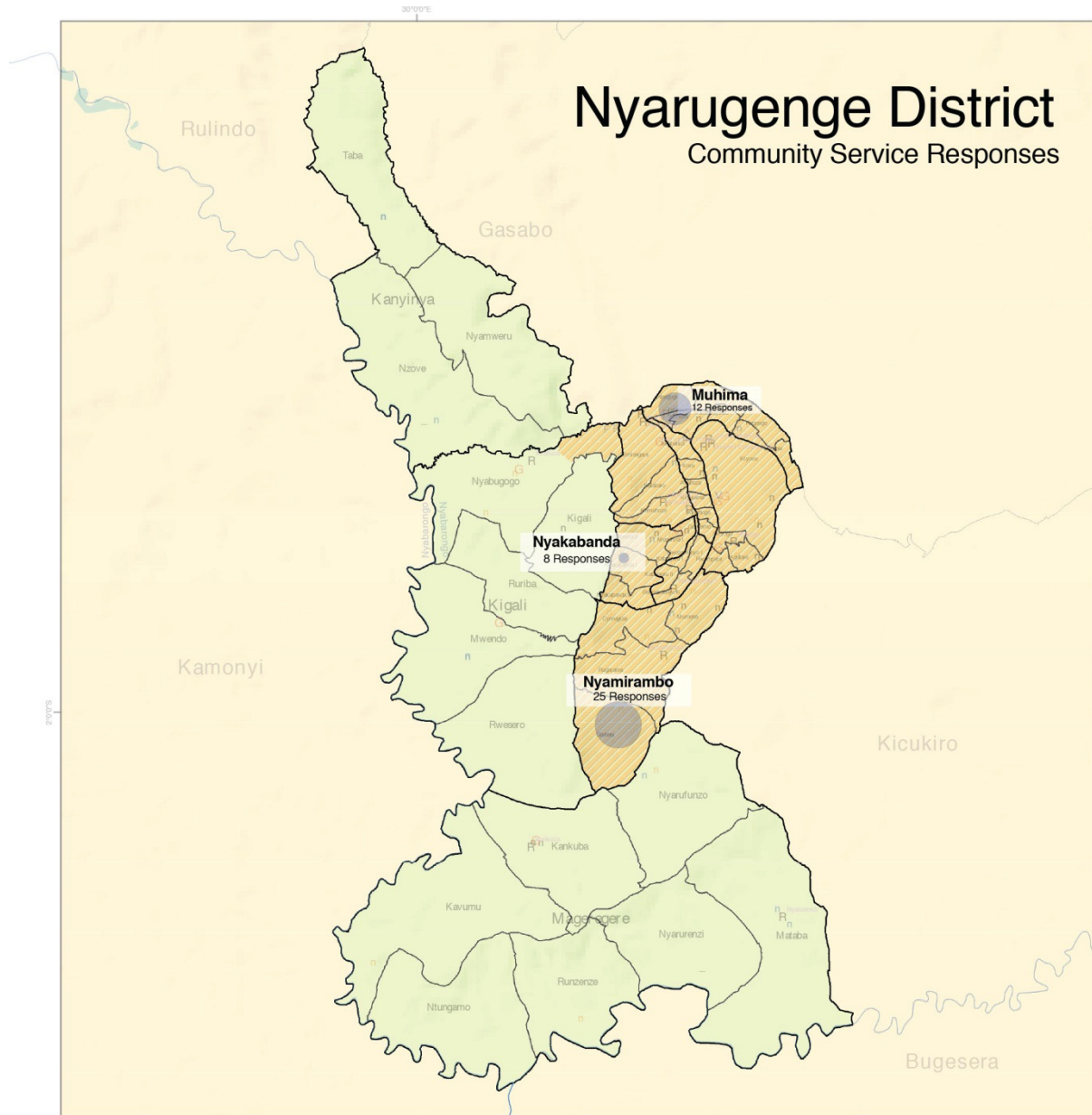
- n A' Level
- n O' Level
- n Primary
- R Trade center

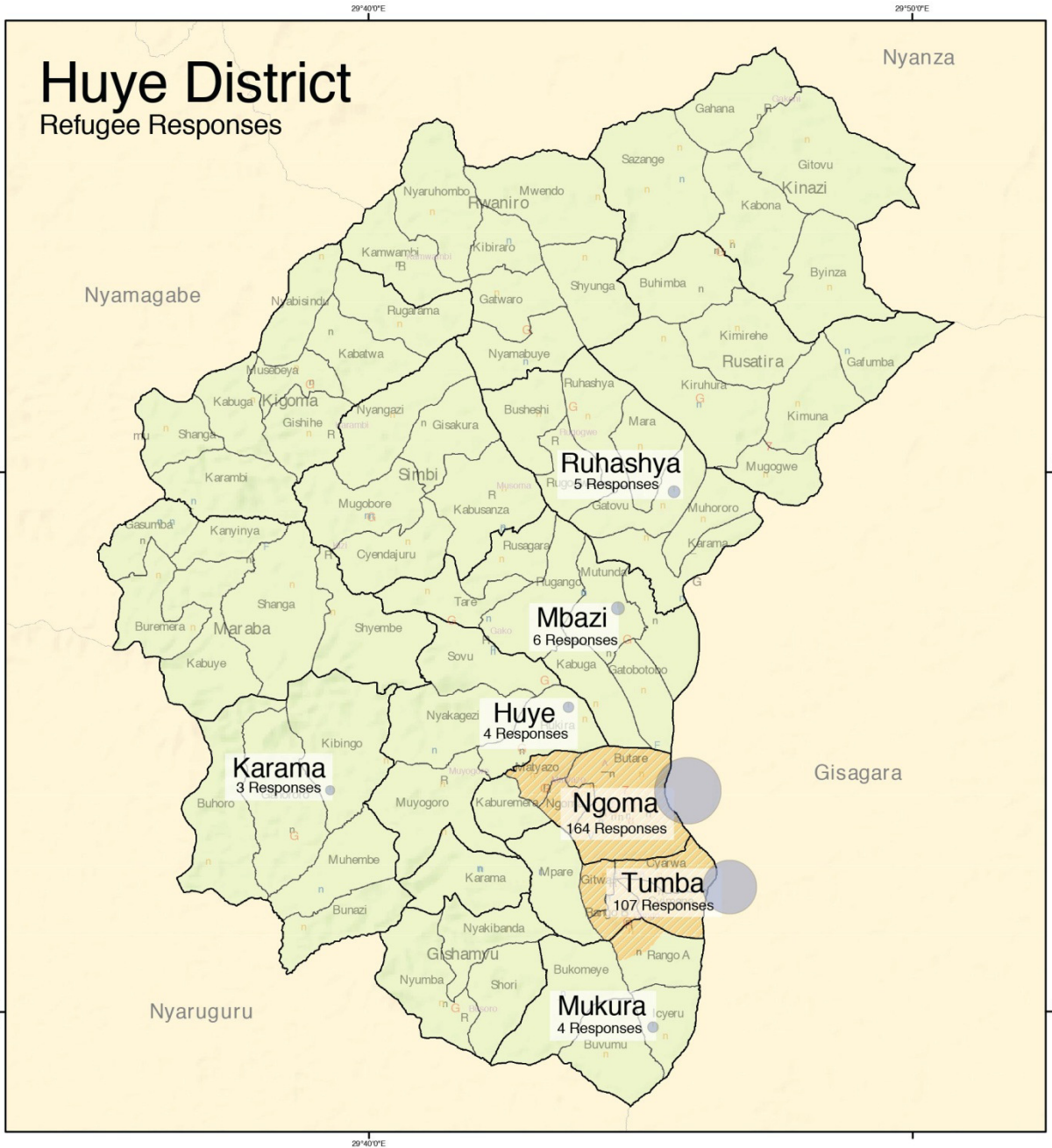
- Main roads (Paved)
- Main roads (Unpaved)
- District Roads
- Rivers

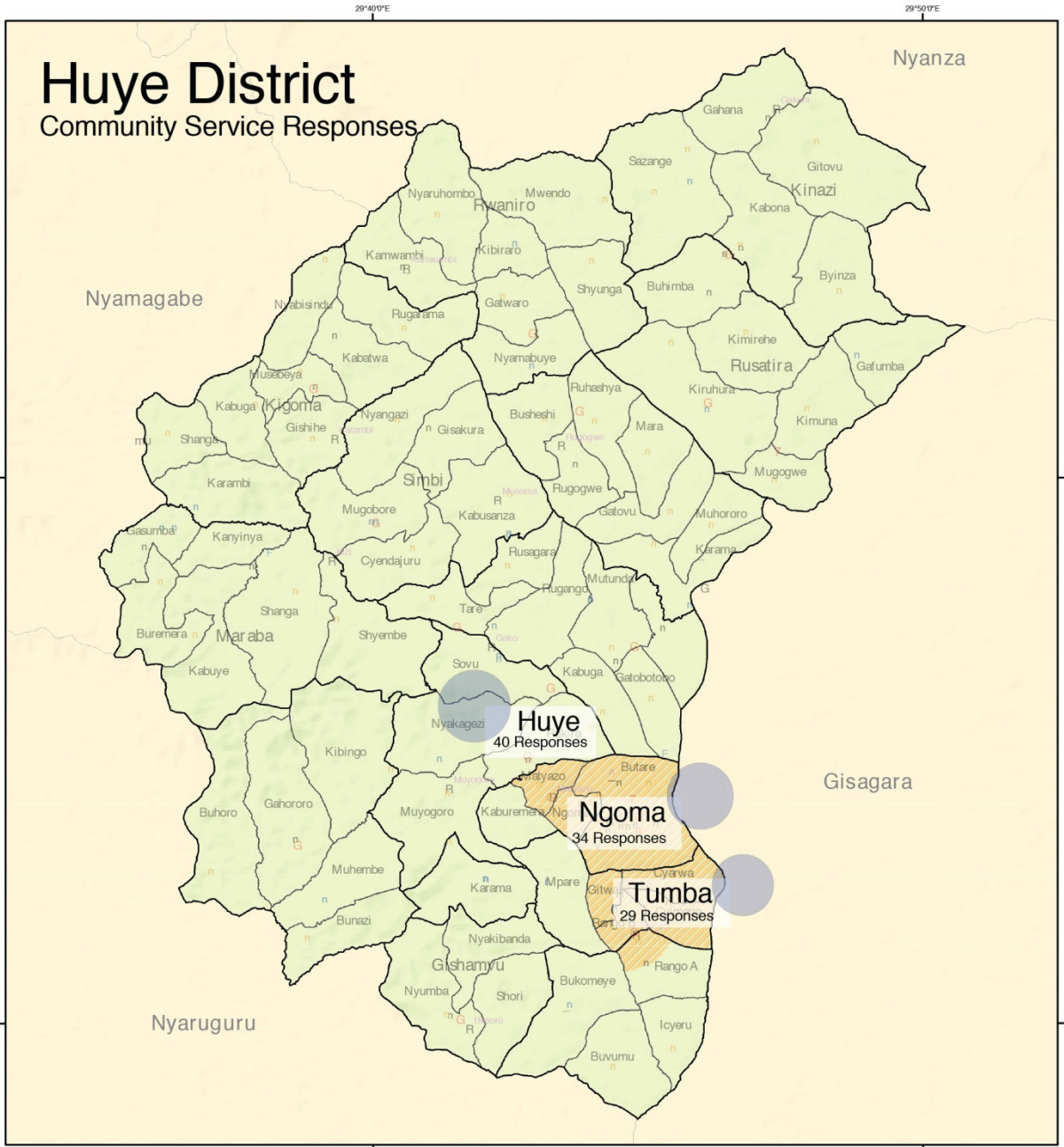
- District Boundary
- Sector boundary
- Cell boundary
- Adjacent Districts
- Urban area
- National Park
- Waterbodies













**Annex 3: Refugee Household Survey Form DRAFT 1.2**

**KIGALI & HUYE, RWANDA**

<b>1. Date</b>				
<b>2. Enumerator Name / Number</b>				
<b>3. Location (□)</b>  <b>Indicate both District and Sector. If Sector is not listed, please write in "Other".</b>	KIGALI		HUYE	
	<b>District</b>	<b>Sector</b>	<b>District</b>	<b>Sector</b>
	Nyarugenge District	Muhima	Huye District	Ngoma
		Nyamirambo		Tumba
		Nyakabanda		Huye
		Gitega		
	Kicukiro District	Niboye		
		Gatenga		
		Kicukiro		
		Gikondo		
		Kanombe		
	Gasabo District	Remera		
		Kabeza		
Kimironko				
Gizosi				
Kacyiru				

Other Sector: \_\_\_\_\_

**4. Cell Number:** \_\_\_\_\_

**A. Biographical Information of Respondent:**

<b>5. Gender (□)</b>	Male	Female	Other / Gender Non-Conforming		
<b>6. Age (□)</b>	Child (0-17)	Youth (18-25)	Adult (26-49)	Elder (50-69)	Old (70+)
<b>7. Country of Origin(□)</b>	Burundi				
	DRC				
	Other (specify)				

<b>8. Country of origin home Area</b> (□)	Urban	Rural				
<b>9. Length of time in Rwanda</b> (□)	0-3 months	4-6 months	7-12 months	1-2 years	> 2 years	If over 2 years please specify
<b>10. Current Status</b> (□)	Refugee	Asylum Seeker	Visitor/migrant	Other ( <i>specify</i> )		

**B. Household Characteristics:**

<b>11. Are you the head of your household?</b> (□)	Yes	No
<b>12. Number of people in household</b>		
<b>13. Number of children (0-17 years old) in household</b>		
<b>14. Does anyone in household have physical accessibility challenges? (e.g., because of a physical disability)</b>	Yes	No
<b>15. If yes, please describe physical accessibility challenges:</b>		

**C. Health Care**

<b>16. Have you gone for health care in Rwanda?</b> (□)	Yes	No
	If Yes or No, please explain why?	

**If Yes to 15:**

<b>17. Where have you gone for health care?</b> (□ - all that apply)	District hospital	Community health center	Other ( <i>specify</i> )
	Private doctor	Traditional healer	Private Hospital

18. How have you paid for health care? (☐ - all that apply)	My own income or savings	UNHCR	Loans from neighbors
	Loans from family	Health insurance (please note the insurer)	Other ( <i>specify</i> )

If No to 16:

19. Do you know where to go for health care if you needed it? (☐)	Yes	No	
20. If yes, where would you go? (☐)	District hospital	Community health center	Other ( <i>specify</i> )
	Private doctor	Traditional healer	
21. Mention health facilities in your area that you can access (☐) all that apply	Hospitals	Community Health center	Name of Health facilities mentioned _____ _____ _____
	Private doctor	Traditional healer centers	
22. Do you have any special medical treatment needed?	Yes	No	
	If Yes, Please clarify:		

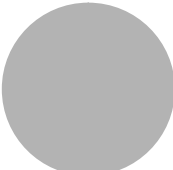
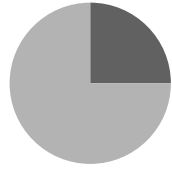


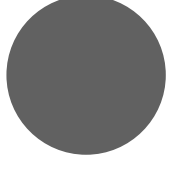
#### D. Education

23. In your household, how many children age 6-17 are attending school?					
24. In your household, how many children of age 6-17 are <u>not</u> attending school?					
25. If children are <u>not</u> attending school, what is the main reason? (□)	Cannot pay school fees	Don't know how to enroll	Legal status / Lack of documents	Discrimination	Other ( <i>specify</i> )
26. If children are attending school, who pays for children's school fees?(□)	Parents/ Guardian	UNHCR	Family	Government	Other ( <i>specify</i> )

#### E. Housing

27. What is your housing/accommodation status? (□)	Own house	Rent house with contract (formal)	Rent house without contract (informal)
	Stay with family or friends	Emergency shelter	Other ( <i>specify</i> )
	Stay in Hotel/Guest house	Nowhere to stay	
28. How many people sleep together in one room, where you live?			
29. How do you pay for housing?(□)	My own income	UNHCR	Loans from neighbors
	My own savings	Family	Other ( <i>specify</i> )
30. Since you came to Rwanda, have you ever been forced to move out of the place where you stay?	No	Yes ( <i>Describe briefly:</i> )	
31. How much do you pay for housing a month			
32. Do you have any special housing needs? (□)	No	Yes ( <i>Specify</i> )	

**F. Livelihoods**

33. What is your occupation? (□)	Farmer/ Agriculture	Business	Teacher	Government worker	
	Skilled trade (e.g., plumbing, carpentry, masonry, tailor/seamstress)		None	Other ( <i>specify</i> )	
34. Are you working now?(□)	Yes		No		
35. If yes, how often are you working?(□)	Full-time 5-6 days/week	Part-time 3-4 days/week	Occasionally 1-2 days/week	Rarely 1-2 days/ month	
36. What kind of work are you involved in	Shop keeping	Street Vending	Art Work	Other: Please specify _____ _____ _____	
37. Approximately what percentage of your regular household expenses (e.g., housing, food, cooking fuel, water, electricity, transport, school fees) are covered by income from your work or your business?(□)					
None (0%)	A little bit (25%)	About half (50%)	Most of it (75%)	All of it (100%)	
					
38. Approximately what was your income over the last 30 days?					
39. What are your sources of income? (□) <i>All that apply</i>	Employment	Formal business (with permit)		Informal business (without permit)	
	Day labor / irregular work	Assistance from friends or family		Assistance from UNHCR	
	Other ( <i>specify</i> ):				

<b>40. Approximately how much did you spend last month, for the following household expenses?</b>	Housing:			
	Water:			
	Food:			
	Cooking fuel:			
	Electricity:			
	Transport:			
	School fees:			
	Other ( <i>specify</i> ):			
<b>41. Have you participated in any livelihood support programs in Rwanda?</b> (□)	Yes	No		
<b>42. What kind of livelihood support programs?</b> (□)	Vocational training	Microfinance/microcredit	Job placement / employment case management	Other ( <i>specify</i> )
<b>43. Have you ever been forced to take on debt in order to pay for living expenses, since you came to Rwanda?</b>	No	Yes, a little bit	Yes, a lot	

**G. Protection**

<b>44. What is main identification documentation do you have for identification</b>	Proof of Registration	Passport	Refugee Status ID	Others: Please specify
<b>45. Does your documentation allow you &amp; your family to access the following?</b> (Y/N) (□)				
a. Education	Yes	No		
b. Health	Yes	No		
c. Housing	Yes	No		
d. Employment	Yes	No		
e. Travel within Rwanda	Yes	No		
<b>46. Have you experienced any problems with safety (e.g., crime, physical threats) while in Rwanda?</b> (□)	Yes	No	<i>If Yes, briefly describe:</i>	
<b>47. If yes, who did you approach for help?</b> (□)	Police ( <i>If yes, note which police station</i> )		Refugee community leaders	

	Neighbor	UNHCR	Other ( <i>specify</i> )		
<b>48. Do you know where are police stations near where you stay?</b>	Yes ( <i>If yes, note which stations</i> )		No		
<b>49. Have you needed any legal support while in Rwanda?</b> ( <input type="checkbox"/> )	Yes	No	<i>If Yes, briefly describe:</i>		
<b>50. If yes, who did you approach for help?</b> ( <input type="checkbox"/> )	NGO	UNHCR	Community - based group	Private attorney	Other ( <i>specify</i> )
	Government Legal aid scheme				
<b>51. Generally, do have any challenges living in [Kigali / Huye] (<input type="checkbox"/>)</b>	Yes	No	Please specify if any:		
<b>52. Generally, do you feel welcome in your neighborhood? (<input type="checkbox"/>)</b>	Yes	No			
<b>53. How are you integrated? Do you go to Umuganda or any other community activities?</b>	Yes	No	If Yes or No please clarify		
<b>54. Have you gone back to Burundi/ DRC/others since you came to Rwanda?</b>	Yes	No			
<b>If Yes in above please provide reasons why?</b>					

#### H. Access to Information and Community Connections

<b>55. Which of the following do you use to get information about services and activities in [Kigali / Huye]? (- if yes, please specify the sources)</b>			
Type of information source		<i>If Yes - specific sources (e.g., website, newspaper radio or TV channel)</i>	
a. Internet	Yes		No

b. Radio	Yes		No	
c. Television	Yes		No	
d. Newspaper	Yes		No	
e. UNHCR	Yes		No	
f. Community meetings	Yes		No	
g. Telephone	Yes		No	
h. Other	Yes		No	
<b>56. Do you personally participate in any of the following activities on a regular basis? (□)</b>	No	Yes		
		With mostly other refugees	With mostly Rwandans	With both refugees and Rwandans together
a. Attend a place of religious worship? (□)				
b. Attend school or other education? (□)				
c. Regularly access health services? (□)				
d. Work or engage in business activities? (□)				
e. Play sports? (□)				
f. Enjoy leisure activities? (□)				
g. Other community-based activities? (□) (Specify) _____				
<b>57. How would you describe your experience with the host community, since coming to [Kigali / Huye]</b>	Always positive	Usually or mostly positive	Usually or mostly negative	Always negative



## Annex 4: Rwanda Urban Refugee Enumerators Guide - Draft 1.1

1. The date that the information is being collected.
2. Please enter your identifier here, and on every form that you complete. You may enter your name or some other identification of yourself, such as your initials or a number assigned to you by the mapping coordinator.
3. Circle either Kigali (District eg. Nyarugenge), Sector eg. Muhima , or Huye ( District eg. Huye) Sector eg. Ngoma.

### A: Biographical Information of Respondent

Information in this section refers exclusively to the person that you are interviewing -- the respondent -- even if they are not the head of the household. It is information that relates to them personally, not to the household or any other members of the household.

4. Tick () "male", "female" or "other/gender non-confirming"-- you do not necessarily need to ask the person, but do ask if you think necessary to get an accurate response.
5. Ask "How old are you?" or "What year were you born?" Enter either age of person or year they were born – however they respond to the question. If they do not know, estimate by entering a tick () in the appropriate age category
6. Ask "What country did you originally take refuge from?" Write the name of the country in the space provided.
7. Ask "Would you describe the home that you fled from as urban or rural?" Tick () the appropriate box in relation to the response. Urban generally refers to city or town; rural generally refers to village or bush.
8. Ask "When did you arrive in Rwanda?" Enter arrival date or tick () the appropriate box that reflects the number of months or years the person has spent in Rwanda. If he/she has stayed over 2 years ask them to clarify how long they have stayed.
9. Ask "What is your legal status in Rwanda?" Tick () appropriate box.

### B: Household Characteristics

These questions collect some basic information related to the household. When considering the issues of household size, a "household" should be defined as people who live together on a regular basis and who think of themselves as part of the same unit. Household structures change over time, so consider the situation at time of the interview.

10. Ask "Are you the head of your household or family here in [Kigali/Huye]?" Tick () appropriate box – either "yes" or "no".
11. Ask "How many people live within your household?" Enter number in appropriate box.
12. Ask "How many children, including up to age 17, live within your household?" Enter number in appropriate box.
13. Ask "Is there anyone with a physical disability in your household?" Please tick either "yes" or "no"
14. If the response is yes, there is a physical disability, please ask them to describe the disability or physical limitations, and enter it here.

### C. Access to Health Care

15. Ask, "Have you or members of your household gone for Health Care services since you arrived in Rwanda?" Please tick either "yes" or no"

If answer to Question 15 is Yes":

16. Ask "Where have you gone for health care services?" Tick all appropriate boxes. You may list the options to the respondent. If none of the options apply, write in the additional answer under "other".
17. Ask "How have you paid for health care services?" Tick one appropriate box or specify one additional reason under "other". You may list the options to the respondent. If none of the options apply, write in the additional answer under "other". If the answer is "Health Insurance" please ask for the name of Insurer and write in the space provided.

If answer to Question 15 is "No":

18. Ask "Do you know where to go for health care services, if you or someone in your household needed it?" Tick "Yes" or "No".
19. If they respond Yes to question 18, please ask "Where would you go?" Please tick, one appropriate box. You may list the options to the respondent. If none of the options apply, write in the additional answer under "other".
20. Ask "Please indicate all the health service that are in your area and that you could access", and list the options as needed. Please tick all responses that are indicated. Ask them to list the names of health facilities mentioned.
21. Ask if they have any special medical treatment needed. Tick "yes" or "No. If No ask them to clarify

### D. Education

22. Ask "In your household, how many children of school-going age (primary and secondary) are attending school?" Enter number in appropriate box.
23. Then ask "How many children of school-going age (primary and secondary) are not attending school?" Enter number in appropriate box.
24. If there are any children not attending school (response to Question 22), ask "What is the main reason for them not attending school?" Tick one appropriate box. You may read out the choice of reasons to the respondent and allow the respondent to select the main reason. If an additional "main reason" is not listed, write it under "other".
25. If children in the household are going to school, ask "Who is primarily responsible for paying the cost of your children's school fees?" Tick appropriate box or specify under "other". You may read out the options to the respondent and allow them to select who is primarily responsible. They can only select one option.

### E: Housing

26. Ask "What is your current accommodation or housing status? For example, do you own your house, do you rent it from someone else?" Please list the other response options if needed. Tick  "owned" if the person owns the home they are living in. Tick  "rented" if the person pays somebody a regular and fixed amount of money for their accommodation; "rent formal" means they have a written contract, "rent informal" means they do not have a written contract.
27. Ask "How do you pay for your housing?" Tick one appropriate box or specify one additional reason under "other". You may list the options to the respondent. If none of the options apply, write in the additional answer under "other".
28. Ask "How much do you pay for housing a month?" Record the response accordingly
29. Ask "Do you have any special housing needs?" If the response is "Yes", please ask what they are, and include this in the space provided. Enumerators are advised to observe the housing condition where the respondent is living and document it.

#### F: Livelihoods

30. Ask. "What is your occupation - what work did you do, before leaving your country?" Tick () the appropriate box. If the occupation is not listed, write it in the space provided.
31. Ask, "Are you working now, in Rwanda?" Tick()"Yes" or "No".
32. If they respond Yes to question 30, ask "How often are you working?" Please list the possible responses and tick() the one that best matches their answer.
33. Ask "what kinds of work are you involved in. Ask them to circle one eg. Shop keeping, street vending, Art work. If others, ask them to specify.
34. Ask "Approximately what is your monthly income?"
35. Ask "Approximately what percentage of your regular household expenses, such as housing, food, cooking fuel, water, electricity, etc., do you pay for using your own income from your work or your business?" Please list the possible answers. If helpful, show the responded the visual examples to illustrate the possible answers. Tick () the one that best matches their answer
36. Ask "Have you participate in any livelihood support programs in Rwanda, meaning programs that have assisted you to earn income in order to support yourself and your household?" Tick "Yes" or "no".
37. If they respond "Yes" to question 31, ask "What kind of livelihood support programs?" List the choices if helpful. Please tick () the one that best matches their answer. If none of the options apply, write in the additional answer under "other".

#### G. Protection

38. Ask what identification documentation do you have for identification. Tick () the box that best fits the answer. If their response is not in the list ask them to clarify what type of documentation.
39. Ask "Does this identification allow you to access the following services?" List the services indicated, and tick () either "yes" or "no" for each.
40. Ask "Have you or your household experienced any problems with safety, such as crime or physical threats, since coming to Rwanda?" If the answer is Yes, please include a brief description.
41. If response to Question 35 is "Yes", ask "Who did you approach for help, if anyone?" List the possible answers if needed; "no one" or "nobody" is one possible answer. Tick () the box that best fits the answer. If they respond "Yes" to approaching the police, ask which police station and note this in the space provided.
42. Ask "Do you know where police stations near where you stay are?" Tick () "Yes" or "No". If they respond "Yes", please ask which stations and note these in the space provided.
43. Ask "Have you needed any legal assistance or legal support, since coming to Rwanda?" If the answer is Yes, please include a brief description.
44. If response to Question 37 is "Yes", ask "Who did you approach for legal help, if anyone?" List the possible answers if needed; "no one" or "nobody" is one possible answer. Tick () the box that best fits the answer.
45. Ask, Generally, do have any challenges living in [Kigali / Huye] () Tick () "Yes" or "No". If yes, ask them to clarify. You may guide them by listing the challenges eg. Security challenges, protection, discrimination etc
46. Do you feel welcome in your neighborhood? " Tick () "Yes" or "No".
47. Ask , how are you integrated with the host community? Do you go to umuganda or any other community activities. Whatever they reply, Yes or No ask they to specify why?
48. Ask them have you gone back to Burundi/ DRC/ other(if other countries) since you came to Rwanda.  
If Yes they have gone back as them to provide reasons why? Here please ensure the respondents are comfortable to respond to this question.

#### H: Access to Information and Community Connections

This section also refers exclusively to the respondent, rather than their whole household.

49. Ask "Which of the following forms of media do you use to get information about services and activities in Kigali / Huye?" List the possible sources of information, and tick () "Yes" or "No" next to each. If the response is "Yes", please note any specific sources that the respondent mentions. (For example, a specific radio channel or newspaper.)
50. Ask, "Do you personally take part in any of the following social activities?" Go down the list of social activities and tick () "Yes" or "No" next to each. If the response is "Yes", ask "Do you participate in this activity with mostly other refugees, with mostly Rwandans, or with both refugees and Rwandans mixed together?" Tick () the box that is appropriate to their response. Repeat the same process for each social activity on this list.
51. Ask, "How would you describe your experience with the host community, since arriving in [Kigali/Huye]?" Please list possible responses, and tick () the most appropriate response.

**Annex 5: Community Services Survey DRAFT 1.0  
KIGALI & HUYE, RWANDA**

<b>1. Organization name</b>				
<b>2. Location: Neighborhood or sub-district</b>				
<b>Location (□)</b>	KIGALI		HUYE	
	<b>District</b>	<b>Sector</b>	<b>District</b>	<b>Sector</b>
	Nyarugenge District	Muhima	Huye District	Ngoma
		Nyamirambo		Tumba
		Nyakabanda		Huye
	Kicukiro District	Niboye		
		Gatenga		
		Kicukiro		
	Gasabo District	Remera		
		Kabeza		
		Kimironko		
	<b>3. Please indicate the services your organization offers:</b> (Please circle all that apply)			
<b>Health care</b>	Health financing	Health promoter		
	Health service provider	Health insurer (underwriter)		
<b>Education</b>	Primary Education Provider	Secondary Education Provider	University Education Provider	Vocation Training Provider
	Academic Sponsorship	Education Program provider	Computer Trainings	Internet and Information Access
	Others: Please specify _____ —			

<b>Housing</b>	Promote Rights to housing	Housing Financing	Shelter Provision	
<b>Livelihoods</b>	Entrepreneurship	Artisanal crafts support	Micro enterprise support	Micro finance support
	Mortgage financing	Bank guarantee	Job placement	Self-Reliance programs
	Employability programs	Agricultural program	Business support	Loan financing
	Community Banking support	Agricultural and agricultural products business	Animal husbandry business	Informal business support
	Others: Please clarify _____			
<b>Protection</b>	Human Right promotion	Refugee rights promotion	Community Security and protection	SGBV and GBV
	Child Protection Programs	Legal aid, Legal representation and support		
<b>Humanitarian assistance</b>	Food support	Health financing and benefits support	Clothing and housing support	
	Others: Please describe _____ _____			

4. Do you charge a fee for your services? If yes, what is the fee range?  
(Please describe here below)

5. Are there any specific eligibility criteria that participants must meet? (Please describe here below)		
6. Has your organization worked with refugees or asylum seekers before? Do you still work with refugees now?	Yes	No
If Yes, Please describe here below		
7. Has your organization coordinated or worked with UNHCR (The UN Refugee Agency) before?	Yes	No
If Yes, Please describe here below		
8. What is the best way for prospective clients or program participants to contact your organization?	Walk in any time	Specific work in hours (please clarify)
	Telephone	Email
Please share contact information Telephone/Mobile: Emails:		