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# Tanzania

2018 Participatory Assessment

The 2018 Participatory Assessment Report for Persons of  
Concern in Nduta and Mtendeli Refugee Camps

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## Acknowledgements

This report is based on dialogues with refugees and asylum seekers in Nduta and Mtendeli Refugee Camps on February 2018. UNHCR is grateful for the support of the Ministry of Home Affairs (MHA), partners and local authorities for their hard work and commitment during the two days participatory assessment. Finally, UNHCR would like to acknowledge the refugees and asylum seekers whose participation demonstrates a commitment to finding sustainable solutions to their needs despite the challenges and difficulties they face.

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## Abbreviations

AIRD	African Relief Initiatives for Relief and Development
CBFM	Community Based Feedback Mechanism
CRI	Core Relief Items
DRC	Danish Refugee Council
FGD	Focused Group Discussion
GAM	Global Acute Malnutrition
GBV	Gender Based Violence
GNT	Good Neighbours Tanzania
IRC	International Rescue Committee
JENA	Joint Education Needs Assessment
JRS	Jesuit Refugee Society
KAP	Knowledge, Attitude and Practice
MHA	Ministry of Home Affairs
MSF	Medecins Sans Frontieres
NFI	None-Food Item
PoC	People of Concern
PSN	Persons with Special Needs
PWD	Persons with Disabilities
REDESO	Relief to Development Society
SGBV	Sexual Gender Based Violence
SNS	Standardized Nutrition Survey
TCRS	Tanganyika Christian Refugee Services
UAM	Un- Accompanied minor

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UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Fund for Children
Vol-Rep	Voluntary Repatriation
WASH	Water, Sanitation and Hygiene
WFP	World Food Programme
WLAC	Women's Legal Aid Center
WVT	World Vision Tanzania

## Executive Summary

The 2018 participatory assessment was conducted in Nduta and Mtendeli Refugee Camps. The aim of the exercise was to foster meaningful dialogue between service providers and refugees in order to better understand general issues (protection and assistance) facing persons of concern in both camps, understand their capacities, and listen to their proposed solutions. With refugees at the centre of decision making, this exercise is an important protection tool which can help us identify priority areas for intervention and initiate sustainable solutions.

The participatory assessment involved a series of focus group discussions (FGDs) with members of the refugee community representing a cross-section of the refugee population. These FGDs were coordinated by UNHCR and conducted with the support of twenty-two multifunctional teams comprised of fifty participants from implementing and operational partners.<sup>1</sup> In addition, secondary data was also compiled from other sources.

Participants identified the following issues as the key challenges facing persons of concern:

- **Protection:** sexual and gender based violence (SGBV) against women and children, child labour, and poor PSN care and support;
- **Education:** severe classroom shortage, poor quality teaching and high dropout rates;
- **WASH:** water supply challenges, poor water storage, and shortage of latrines;
- **Health:** lack of sufficient medical equipment, poor medical services and questionable medical prescriptions;
- **Nutrition and Food:** inadequate food rations, monotonous food, and distribution system gaps;
- **Shelter and NFIs:** dilapidated tents, small family shelters, poor security, and irregular NFI distribution;
- **Livelihood:** strict encampment policy, expensive and insufficient market goods, lack of business and vocational training;
- **Energy and Environment:** firewood shortage and protection risks associated with firewood collection.

The solutions proposed by participants are:

- **Protection:** strengthen security around the camp, step up SGBV awareness/interventions, and increase support to unaccompanied children;
- **Education:** secure more funding to construct additional classrooms/schools, improve distribution of school materials, recruit more qualified teachers and improve access to quality education;
- **WASH:** improve water supply and drill more boreholes, increase water storage capacity, decommission and replace full latrines and distribute adequate soap
- **Health:** increase access to health facilities, invest in qualified staff, procure more medical equipment, and improve prescription process;
- **Nutrition and Food:** reverse food cuts, tackle food distribution gaps and improve information dissemination
- **Shelter and NFIs:** repair and improve shelter quality, allocate more space/additional tents for families, provide padlocks to households, improve NFI distribution;

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<sup>1</sup> This included UNICEF, WFP, Plan International, OXFAM, International Rescue Committee (IRC), Relief for Development Society (REDESO), Danish Refugee Council (DRC), Help Age International, Women's Legal Aid Centre (WLAC), World Vision Tanzania (WVT), Caritas, Good Neighbors Tanzania (GNTZ), African Initiatives for Relief & Development (AIRD), Save the Children, Tanganyika Christian Refugee Service (TCRS), Jesuit Refugee Society (JRS), Médecins Sans Frontières (MSF) as well as the Ministry of Home Affairs (MHA).

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- **Livelihood:** allow freedom of movement and relax permit access, harmonise prices in the Common Markets, and provide more vocational and business training
  - **Energy and Environment:** improve security, find alternative energy sources, and delineate camp boundaries.

The participatory assessment presents recommendations and will influence the design of UNHCR's programmatic responses in Nduta and Mtendeli.

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## Methodology

The participatory assessment exercise used FGDs to listen, gather information and understand the issues facing refugees in Nduta and Mtendeli. UNHCR conducted twenty-two FGDs made up of twenty-one participants in each group in Nduta and ten in Mtendeli from each zone in the camps. Participants were selected and mobilized through community leaders.

Primary data was compiled using a standardized data collection form which was completed by twenty-two multifunctional teams. Twenty-two multifunctional teams comprising UNHCR and partner staff in both camps were tasked with facilitating the FGDs. The multifunctional teams each had a facilitator, note taker, time keeper and translator. The remaining team members included representatives from each sector. Multifunctional team members received training prior to the participatory assessment so as to ensure all members were fully briefed on the ins and outs of the exercise.

Following the exercise, a two-day workshop was held at UNHCR Kibondo Sub-Office attended by nine agencies (UNHCR, Plan International, GNTZ, DRC, TCRS, REDESO, WVT, Help Age and IRC) and twelve refugee representatives (six from each camp). The workshop brought together service providers in different sectors and the refugee community to analyse and synthesize the collected data. There were four technical teams:

- General Protection, SGBV, Child Protection and Community Based Protection
- Education, Shelter and WASH
- Livelihood and Environment and Energy
- Health, Food and Nutrition

These technical teams analysed the primary and secondary data in their respective sectors against the current situation, existing gaps/needs, existing capacity (refugee community and partners), and key priorities. The teams also provided relevant recommendations.

In addition, desk reviews were also carried out using existing material from various sectors. This included a review of the 2017 Inter-Agency Child Protection Assessment, 2017 Participatory Assessment report, 2017 Inter-agency Joint Education Needs Assessment (JENA) report, 2017 WASH KAP survey report, 2017 Standardized Nutritional Survey as well as a number of partner project reports.

Figure: 1 Focus Groups in Mtendeli Camp

Enquiry method	Female	Male	Total no. of individuals
No. of Focus Group Discussions: 11	Age groups: Adolescents (14–17): 10 Youth (18–25): 10 Adults (25-40): 10 Adults (40-60): 10 Adults ( 60+): 10 The above includes: Foster parents: 1 Unaccompanied Minors (UAMs): 2 Religious Leaders: 2 PWD: 3 Single parents: 1 Child mothers: 3 Community leaders: 2	Age groups: Adolescents (14–17): 10 Youth (18–25): 10 Adults (25-40): 10 Adults (40-60): 10 Adults ( 60+): 10 The above includes: Foster parents: 1 Unaccompanied Minors (UAMs): 2 Religious Leaders: 2 PWD: 3 Single parents: 1 Community leaders: 2	Children (10–13): 10 Adolescents (14–17): 20 Youth (18–25): 20 Adults (25-40): 20 Adults (40-60): 20 Adults ( 60+): 20 The above includes: Foster parents: 2 Unaccompanied Minors (UAMs): 4 Religious Leaders: 4 PWD: 6 Single parents:2 Community leaders: 4

Total number of participants: 110 (59F and 51M)

Figure 2: Focus Group Discussion in Nduta Camp

Enquiry method	Female	Male	Total Individuals
No. of Focus group discussions : 11	Age groups: Adolescents(14–17): 21 Youth(18–25): 21 Adults(25-40):21 Adults (40-60):21 Adults (60+):21 The above includes: Foster parents: 1 Unaccompanied Minors(UAMs): 2 Religious Leaders: 3 PWD: 3 Single parents: 1 Child mothers: 3 Community leaders: 3	Age groups: Adolescents(14–17): 21 Youth(18–25): 21 Adults(25-40):21 Adults (40-60):21 Adults ( 60+):21 The above includes: Foster parents: 1 Unaccompanied Minors(UAMs): 2 Religious Leaders: 3 PWD: 3 Single parents: 1 Community Leaders: 3	Children (10–13): 21 Adolescents (14–17): 42 Youth (18–25): 42 Adults (25-40): 42 Adults (40-60): 42 Adults (60+): 42 The above includes: Foster parents: 2 Unaccompanied Minors(UAMs): 4 Religious Leaders: 6 PWD: 6 Single parents:2 Community Leaders: 6

Total number of participants: 231(116F, 115M)

## Analysis of Key Findings by Sector

### Protection

**Camp Violence:** A number of participants mentioned instances where PoCs were killed (to be verified) within and outside camp boundaries, as well as cases of unexplained disappearances. According to participants, some of the killings happened when the victims had gone to collect firewood. It is believed that these incidents may be attributed to reported infiltration of the camps by rebels from Burundi. In addition, participants were worried about the increased tension between host communities and refugees which sometimes spills over into violence. One of the proposed solutions discussed by participants was for the MHA to strengthen general security within camps by deploying more police officers and community watch teams to carry out regular patrols and weapon sweeps

**Restrictions of freedom of movement and Detention:** participants noted that due to the encampment policy, refugees are not free to move or work outside the camp. Due to inadequate assistance and services in the camp, many resort to leaving the camps without permits. The FGDs noted that it is difficult for refugees to obtain camp exit permits even if they have genuine reasons hence they risk to move without a permit.

Participants noted that it is common for PoCs to be detained if they are caught outside camp boundaries without permits. Some even noted that not all refugees are aware of these boundaries. Many complained about how difficult it is to secure exit permits for labour or firewood collection. Participants called on the MHA to relax permit access and clearly demarcate such boundaries so as to avoid unnecessary clashes with police officers. Refugees would also wish to receive identity cards and be engaged in more livelihood activities.

**Harassment:** A number of participants raised the issue of harassment by security watch teams and police officers. They stated that camp security guards and police officers sometimes mistreat PoCs and view them as criminals. In some instances, PoCs are arrested and have their permits confiscated. Some participants reported cases where refugees are even arrested for reporting crimes. Participants called for disciplinary action against security guards who regularly harass and mistreat refugees. They also called for improved community watch team visibility which should also include a code of conduct.

### Voluntary Repatriation:

**Registration:** Despite the insecurity in Burundi, participants explained the reasons why people are registering for return as: the difficult living conditions in the camps (such as inadequate food and CRIs, poor health services); to take advantage of the material assistance provided upon arrival in Burundi; and the desire to re-unite with families in Burundi or join family members living as refugees in Uganda and Rwanda. Participants highlighted the need to improve general services in the camps, step-up regular repatriation and consider durable solutions for those who cannot return.

**Reasons for Withdrawal:** Participants noted that there a number of refugees withdrawing from Vol-Rep. They stated that this is primarily due to the lack of security in Burundi. Some even mentioned reports of returnees being killed by *Imbonerakure* upon arrival. The information about the insecurity in Burundi is received from relatives and the media (radio). As a result, a number of participants experience stress and anxiety over the possibility of forced repatriation. Although most participants admitted they are aware repatriation is voluntary, they suggested increasing awareness on Vol-Rep. Some suggested UNHCR to organize a visit to Burundi with refugee representatives to see evaluate the situation and inform the decision for return. Participants also proposed that where some family members are not willing to return, they should be split-off to other ration cards, ensuring that only those who wish to return do so.

### Sexual and Gender-Based Violence:

**Rape and Physical Assault:** Many participants recounted how women and girls are raped and severely assaulted, especially during firewood collection, in both camps. A number of participants underlined how this is exacerbated by the shortage of firewood and lack of alternative energy sources. Some participants described several coping strategies, including buying and collecting firewood in groups. Although participants mentioned that most victims turn to relevant medical and legal authorities within the camps, they also mentioned that, on the whole, the capacity of refugee communities to address this issue is negligible. The proposed solutions include establishing a designated area for firewood collection, providing alternative source of cooking energy, holding peaceful co-existence meetings and other activities between refugees and host communities so as to reduce tensions and strengthening the general security within the camp by increasing police patrols and deploying more police officers.

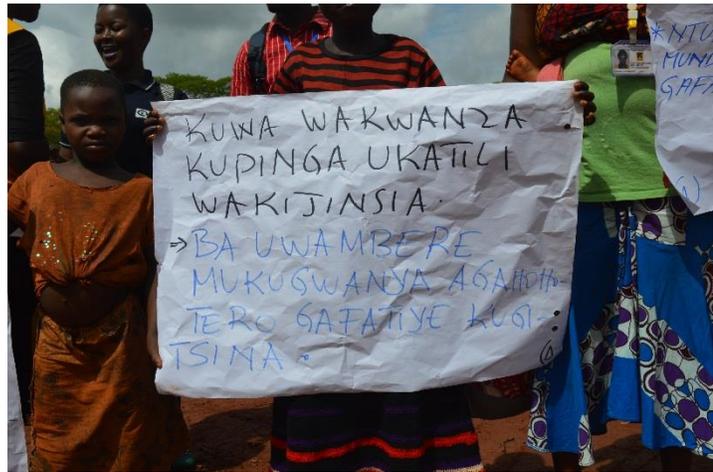


Figure 1: Girls in the Campaign against Gender Based Violence in Mtendeli camp with the message “Be the first to say NO against GBV”

**Sexual Exploitation/Survival Sex:** Some participants noted that women and girls have resorted to prostitution just to put enough food on the table. The main contributing factors include poverty. They called for more livelihood activities for women and female youth to enable them earn money in dignity and safety.

**Abuse of Single Mothers and Widows:** Participants noted that single mothers and widows are more vulnerable to SGBV because they live alone and lack the capacity to support themselves. They suggested that agencies increase SGBV awareness and women’s rights awareness across both camps.

**Child Marriage and Early Pregnancy:** Participants recounted that some adolescent girls engage in sexual activities which can result in early pregnancies. Participants highlighted that these are the two biggest child protection risks in the two camps. School teachers and incentive workers working for various organization were also reported to be involved in sexual relationships with children. Participants recounted how teachers sometimes force students to marry them and drop out of school. The lack of basic needs and reproductive education is one of the contributing factors. Participants called for reproductive education for girls and boys, close follow-up support once cases are identified, as well as more income generating activities for parents.

**Fractured Families:** Participants highlighted how common it is for men to abandon their families in both camps. Some suggested that this is sometimes because of alcohol abuse. Participants called for psychosocial counselling for families as well as increased awareness on women's rights and GBV issues.

**Poor Reporting and Confidentiality:** Participants mentioned that some women and girls do not know where to report SGBV cases due to the fact that the existing referral system is not known by all refugees. They called for strengthened SGBV information dissemination systems and referral pathways so as to ensure every woman can access the required services. In addition, a number of participants mentioned there are agencies who leak confidential information. They called for all agencies to respect the rights and confidentiality of survivors and their families

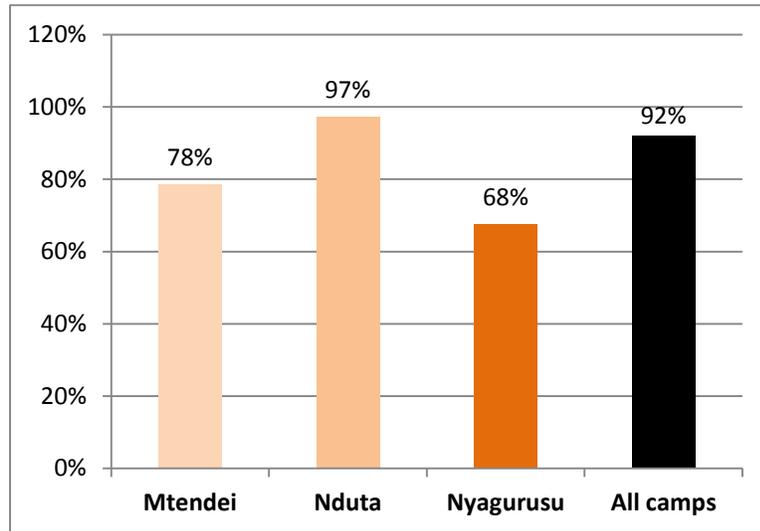
## Child Protection:

**Child Labour:** A number of participants noted that due to inadequate food and unmet basic needs, children often run away to seek employment in the nearby villages, mainly in farms and as domestic workers. Small establishments in the area such food kiosks also provide a demand for hardworking and relatively cheaper labour.

The 2017 Inter-Agency Child Protection Assessment indicated that the leading reason parents and caregivers allow children to work is to supplement household incomes. Participants proposed an increase in the provision of necessities for children, especially food, clothes, and shoes. They also called for children and PSNs to be exempted from participating in security patrols.

**Physical and Emotional Abuse:** A number of participants mentioned that unaccompanied minors are most vulnerable to physical and emotional abuse by foster families. Some are deprived of food, prevented from going to school and even encouraged to work. According to the 2017 Inter-Agency Child Protection Assessment, 92% of children in Mtendeli and 89% in Nduta reported that they had seen or experienced violent scenes inside their homes. Children are often beaten, alienated and belittled. The refugee community called for frequent monitoring of foster homes by social workers, Plan international should increase its support to foster parents, engage children in psychosocial activities and consider establishing orphanage centers within the camps.

Figure 4: Percentage of children worried about domestic tension and violence



**Limited Access to Family Reunification:** During FGDs, unaccompanied minors highlighted that they aren't always able to access family reunification services and remain in foster care because of this. They suggested strengthening family reunification mechanisms for unaccompanied/separated children.

### Persons with Specific Needs:

**Poor Care and Support to Vulnerable People:** A number of participants highlighted that PSNs do not always receive NFIs. Participants also mentioned that some PSNs are forced to sell their NFIs in order to buy more food. They also highlighted a high demand for people aged 50 to 59 to be included in provision of PSN services. Although this group initially received support from Help-Age, it was later suspended. In addition, participants aged 60+ and participants with disabilities felt that they did not receive adequate care and support from their families, communities and agencies. They said they are neglected and have limited access to water and necessary services. Although some community members provide care and support to PSNs, many feel neglected since community members themselves have their own challenges to contend with. It was also noted that there are cases where some refugees and asylum seekers receive assistance earmarked for PSNs. Participants called for the prioritization of services for PSNs by all agencies, especially during food and NFI distribution, and regular follow-ups with PSNs.

**Accusations of witchcraft:** Participants noted there has been an increase in the number of witchcraft accusations against elderly people. The proposed solution is for agencies to strengthen follow-ups with elderly people and increase support to PSNs.

**Limited access to Information:** A number of participants stated that PSNs do not always know about the services available to them. They find access to services limited and people who collect services on their behalf are sometimes rejected by agencies. Participants called for the prioritization of PSNs in all services provided as well as better referral systems and services. They also recommended nominated caretakers collect their NFI entitlements on their behalf and that this person is monitored to ensure commodities are actually delivered to PSNs.

**Corrupt Incentive Workers:** Participants mentioned that some Incentive Workers demand bribes from PSNs. They suggested that these Incentive Workers are identified so that disciplinary action is taken.

## Education

**Poor Quality Education:** Participants noted that the quality of education in the camps is severely lacking. This is mainly due to a serious shortage of qualified teachers, lack of school materials as well as an inadequate number of schools and classrooms. During FGDs, some participants mentioned that some schools are also structurally unsafe. In addition, a number of participants mentioned that parents cannot afford to send their children to remedial classes. The proposed solution was to construct more schools with enough toilets, hire more qualified teachers and raise salaries, and also make remedial classes free.



Figure 2: Children learning under the trees in Nduta camp

**Increased Dropout Rate:** Participants noted that there is a high dropout rate in both secondary and primary schools. According to the 2017 Joint Education Needs Assessment (JENA), Nduta had the highest number of drop outs at 68% followed by Mtendeli (58%). One of the major factors is a shortage of classrooms which has forced some students to learn under trees. Participants suggested constructing additional schools with enough classrooms or constructing additional classrooms in existing schools and also distributing school materials in a timely fashion. In addition, participants proposed educating the community on the importance of education, creating a collective strategy to combat early marriage and early pregnancy and closing video halls during school hours.

**Girls Prevented from Attending School:** A number of participants mentioned how girls are stopped from attending school by parents/caregivers. This was more evident during FGDs with separated and unaccompanied minors who said they are sometimes forced to help out with domestic works instead of attending school regularly.

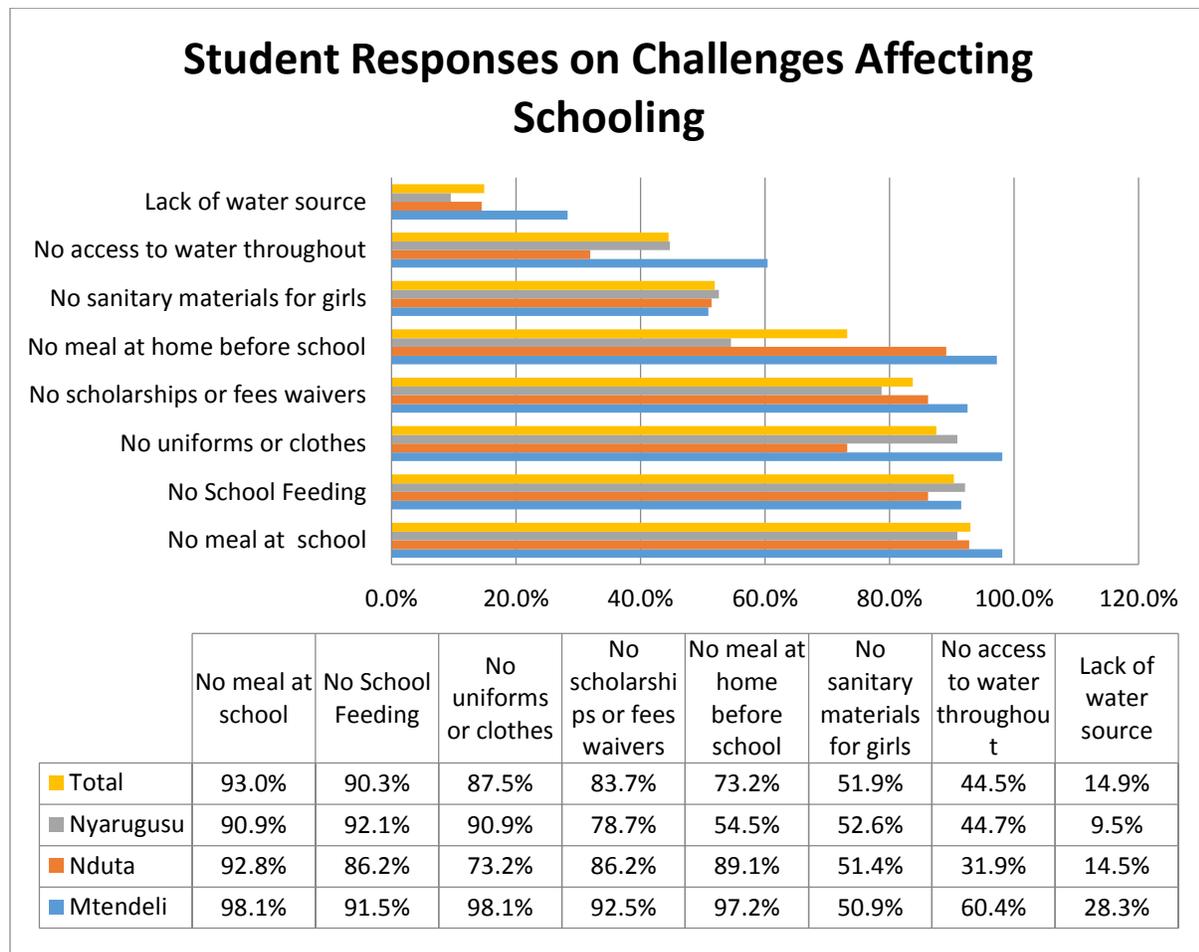
**Sexual Harassment:** During FGDs, participants complained about teachers exchanging high marks for sexual favours. This abuse of power fails children and can result in early pregnancies and early marriages. Participants suggested legal action is taken against such teachers.

**Lack of Sanitary pads:** A number of participants highlighted that some girls missed out on the distribution of sanitary pads and this has negatively impacted their school attendance. Participants called for the distribution of more sanitary pads for all girls.

**Long Distance to Schools:** Participants complained that students have to walk long distances to attend school. As a result, some school children have poor attendance or even drop out. They called for more schools to be constructed across the camps in order to address this problem.

**Lack of Higher Education Opportunities:** Participants complained about the lack of higher education opportunities within camps and how some students are de-motivated by this. Some suggested more vocational training instead and creation of more opportunities for students to join tertiary education

Figure: 5 Student Responses on Challenges Affecting Schooling



Source: JENA 2017

## WASH

### Inadequate Water Supply and Water Points:

Participants underlined how inadequate water continues to be a major issue. This has created some tension among refugees, especially in Mtendeli, at various water points. Some participants have had to fetch water from other sources such as the Nyabioka River which exposes them to various water borne diseases. They also complained about the lack of containers for storing water in both Mtendeli and Nduta as well as the lack of water points/water taps. Participants recommended drilling more boreholes, distributing more water storage containers, maintaining water taps and also regularly treating water.



*Figure 3: Refugees fetching water from tap stands in Nduta camp*

**Decommissioning Latrines:** Most latrines are full and require decommissioning, especially in Nduta where most latrines fill up easily because they were constructed on rocky areas. A number of participants reported seeing some people openly defecating because of this. In addition, some recounted how shared latrines have been a source of conflict among households. Participants called for more latrines and even suggested building their own if they are provided with the necessary materials.

**Soap Distribution Delays:** During FGDs, participants complained about soap distribution delays with some using ash as an alternative. They also mentioned that the number of bar soap provided are inadequate and fail to meet their needs. Participants proposed relevant partners procure and distribute more soap across the cap.

**Water Distribution Inconsistencies:** Participants complained about the absence of a clear water distribution schedule and suggested a fixed schedule across the camps as well as an extension of distribution hours.

## Health

**Lack of Medical Equipment:** Participants complained about the lack of adequate health facilities and reproductive health services, especially maternity wards, in both camps. The assessment also identified that there aren't enough beds in maternity wards to the extent that some pregnant women have had to deliver on the floor. Participants suggested that the relevant agencies should procure additional equipment and improve medical services across the camps.

**Poor General Medical Services:** A number of participants highlighted that assessments are not thorough. Participants highlighted a severe shortage of medicines and a lack of health facilities in the camps as a big challenge. Some noted that they receive the same kind of medicine for different ailments and often in half doses. Medicines for chronic illnesses were found to be equally insufficient. Participants mentioned having to wait a long time to receive medical assistance. Some also noted that there aren't enough specialists in the camp. The proposed solution is to establish well equipped laboratories, construct more medical facilities, establish effective records/information management systems and hire qualified and specialist medical staff.

**Child Malnutrition:** Participants complained about child malnutrition due to poor nutrition and inadequate food and food diversity. This was also underlined in the 2017 Standardized Nutrition Survey (SNS) which found that the prevalence of global acute malnutrition (GAM) had trebled in Nduta from 2.4% (1.3-4.3) to 6.1% (4.1-9.0). There was also an increase in Mtendeli from 3.5% to 4.4%. Some participants suggested greater food diversity and an increase in food quantities

**Lack of Mosquito Nets:** Participants highlighted a strong demand for mosquito nets during rainy seasons. The situation was observed more critical in Nduta where mosquito net coverage was less than 80%. They called for more mosquito net distributions across the camps.

**Verbal Abuse from Medical Personnel:** A number of participants recounted how they had experienced verbal abuse by health workers both inside and outside the camp. They urged medical personnel observe their professional ethics and called for health agencies to employ more qualified medical staff.

**Poor Medical Referrals:** Some participants complained about the referral system which they found to be too slow. In addition, those being referred for further care outside the camp are normally not allowed to be accompanied by a family member. Participants called for an improved referral system in order to speed up the referral process.

## Nutrition and Food Security

**Food Rationing:** Many participants mentioned inadequate food rations as one of their biggest challenges. In response, many refugees have opted to work outside the camps and are caught up in dangerous situations since most leave without exit permits. The assessment also revealed that participants complained about monotonous food. A number of participants called for greater variety as only a small number can afford to buy their own food. In most cases, participants have resorted to selling their food or NFIs. Participants called on WFP to reverse food cuts and requested to be allocated more land to farm their own produce. In addition, participants urged agencies to establish more livelihood activities and provide them with permits so that they can work outside camps.



Figure 4: Children taking lunch in Nduta camp

**Gaps in the Distribution System:** Some participants reiterated that the current food distribution system does not prioritize PSNs. Participants noted that a lack of weighing scales was a huge challenge during food distribution. As a result, many wait a long time and sometimes return without receiving their ration. All these factors can heighten tensions during distribution. Participants also mentioned that some food distributors steal food during distribution. They called for the prioritization of PSNs, improved mechanisms to address the current gaps as well as the removal of corrupt distributors.

**Lack of Information:** A number of participants highlighted that not all know about the food quantities they are entitled to. This is mainly due to the fact that most refugees are illiterate and cannot read the scales. In addition, many participants were against individual scoop distribution because they are not used to this system. Some mentioned that most refugees do not know who the focal points are or where to report food distribution issues. Although refugee food committees assist fellow refugees during distributions, participants feel there should be a simpler way to ensure refugees know they have received their entitlements. Participants also called for enhanced distribution services via help desks at distribution centers and greater information dissemination such as visual posters.

## Shelter and Non-Food Items

**Poor Shelter Conditions:** Participants complained that existing tents are old, worn out and require urgent replacing. Participants highlighted that the refugee community has the capacity to build their own shelters if they are provided with the necessary materials. Participants proposed dilapidated shelters are replaced and that asylum seekers are given the appropriate materials to erect their own homes.

**Small Transitional Shelters:** Participants felt that the transitional shelters are too small to accommodate refugees, especially those with bigger families, and are also culturally inappropriate since their small size forces sons, daughters and parents to sleep in the same shelter. This was cited as a risk factor for child pregnancies and where children engage in sexual behaviour learnt from home. Participants called for extra plots for families to allow them to construct additional shelters.

**Poor Shelter Security:** Participants cited the lack of padlocks as a major security concern during FGDs. Most said they cannot afford to buy padlocks to protect their houses. Participants called for the distribution of padlocks in order to enhance their household security.

**Exclusion of PSNs from Community based Shelter Project:** A number of participants mentioned that the ongoing shelter project excludes PSNs because they cannot actively participate in the project. Participants suggested shelter agencies make special considerations to PSNs during implementation.

**Critical Need for NFIs:** Participants complained that it had been a long time since they received NFIs (blankets, sleeping mats, clothes and other domestic items). Refugees have had to sell their food to buy critical NFIs. Participants called for more NFI distribution.

**Lack of Dignity Kits for Women:** Most women have not received dignity kits for some time now and they cannot afford to buy them, being very expensive. Participants called upon the relevant agencies to regularly provide dignity kits to all women in the camp.

## Livelihood

**Encampment Policy:** A number of participants complained about the encampment policy and how this prevents them from pursuing livelihood opportunities outside the camp. They mentioned that not all participants have the skills and capital to open their own businesses. Participants called for freedom of movement and relaxed exit permit procedures. They also highlighted the need for more vocational and business trainings as well as capital provision so that they are able to engage in different income generating activities that allow more interaction with host communities. In addition, participants called for more cash-based intervention programs in order to increase refugees' purchasing power. It was also suggested that livelihood support targeting refugees in the camps should be fair and transparent.



*Figure 5: Refugee women working on their kitchen/store gardens in Mtendeli camp*

**High Prices and Insufficient Goods:** Participants mentioned that their purchasing capacity is significantly reduced because goods in the Common Markets are sold at higher prices than the areas surrounding the camps. Some participants highlighted that it is not always possible to buy household items in the camps and that the Common Markets are not always within easy reach. Participants suggested increased access to exit permits to purchase items. They also recommended putting in place price control mechanisms and called for greater advocacy with business regulation authorities. Participants also called on livelihood partners to conduct meetings with suppliers on the same.

## Environment and Energy

**Firewood Shortage:** Participants noted that in the absence of other sources of energy, firewood remains the main source of energy. They reiterated the protection risks associated with collecting firewood as well as the need for alternative energy sources, designated firewood collection sites and more information on camp boundaries to counter these challenges.

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## Cross-Sector Priorities

### Protection

1. Strengthen security and protection within the camp by managing camp population and raising awareness among refugees on the importance of reporting any problems to the MHA, UNHCR and other partners.
2. Provide full access to camp exit permits to enable refugees to move freely to conduct business, engage in labor and visit relatives in other camps.
3. Provide more information to refugees on the current situation in their country of origin by organizing meetings with Burundian officials and undertaking “go and see” visits which will enable them to make informed decisions.
4. Providing designated areas for firewood collection and provide alternative sources of cooking energy.
5. Tackle sexual harassment in schools.
6. Raise community awareness on SGBV and women’s rights.
7. Ban local alcohol production in camps.
8. Hold meetings between community leaders and parents on good parenting.
9. Address high school dropout rate and foster parent neglect via close monitoring by Child Protection partners as well as the Community Based Feedback Mechanism (CBFM).
10. Tackle teacher harassment within schools through awareness raising, intensive monitoring and close follow up by the Child Protection and Education partners.

### Education

1. Construct additional schools and/or classrooms in existing schools to ease over-congestion and hire qualified teachers.
2. Distribute school materials in a timely fashion in order to motivate children to attend classes.
3. Provide sanitary kits to girls to increase school attendance.

### WASH

1. Improve water supply, especially in Mtendeli where water supply is below the SPHERE minimum standards.
2. Decommission full latrines and construct more latrines.
3. Provide refugees with materials to construct household latrines.
4. Improve soap distribution.

### Shelter and Non-Food Items

1. Construct and replace worn out transitional and emergency shelters. Refugees with the capacity to build their own homes should be supported with the appropriate materials.
2. Support PSNs with the construction of shelters.
3. Distribute NFIs to all refugees.
4. Provide sanitary kits to all women and girls.

### Health

1. Enhance access to healthcare, provide enough medicines and hire more qualified medical staff.
2. Increase the number of medical personnel in hospitals and improve professional conduct among medical staff.
3. Allow one family member to accompany patients to external referrals.

### Food and Nutrition

1. Increase the quantity and improve the variety of food.
2. Improve the food distribution system.

### Livelihood

1. Provide capital and business/vocational trainings to refugees.
2. Harmonize prices in the Common Markets.
3. Allow refugee businesses to network with host community businesses.
4. Relax access to camp exit permits.

### Environment and Energy

1. Find a sustainable solution to firewood shortage.

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## Conclusion

During the participatory assessment, it became clear that providing feedback to refugees should be of utmost importance as some felt that not much had been done to address recurring challenges. It is therefore important that we provide feedback to PoCs on the 2018 participatory assessment exercise. During FGDs, refugees demonstrated remarkable self-reliance and impressive problem solving skills while also underlining a serious need for additional funds to address the current gaps.