

INTRODUCTION:

The "AGD Self Assessment - Regional Dashboard" report provides a strategic overview of the engagement and representation of Age, Gender, and Diversity (AGD) groups across various regional operations, focusing specifically on the period from 2022 to 2023. It aims to assess and quantify the inclusiveness and effectiveness of communication and feedback mechanisms as they relate to different demographic groups within the community. This document is a comprehensive compilation of detailed analytics, visualizations, and interpretations of data collected from multiple sources by the Multi-Functional Teams (MFT) across the EHAGL Region. It offers critical insights into how well AGD considerations are integrated into operational practices.

Participating in this assessment were eight countries: Uganda, Somalia, Kenya, South Sudan, Sudan, Tanzania, Burundi, and Rwanda. This assessment serves as an essential tool for understanding disparities, identifying areas requiring improvement, and ensuring that the voices of all forcibly displaced people, including the most vulnerable and marginalized, are heard and considered in decision-making processes. It reflects UNHCR's commitment to inclusivity and provides a basis for enhancing AGD policies and practices across EHAGL regions.

The summarized data and findings in the report are expected to guide operations, programming and solutions in tailoring their strategies to meet the diverse needs of the forcibly displaced people. The report represents findings from Core Actions 1, 2, 3, 4, 7, 8, and 9, in that order. Notably, findings of Core Action 5 (on learning and adaptation) and 6 (concerning women and girls' representation in leadership structures) are covered in conjunction with Core Action 2. Core Action 10 is not included in this report, as a similar assessment for Gender-Based Violence (GBV) was recently conducted in the region.

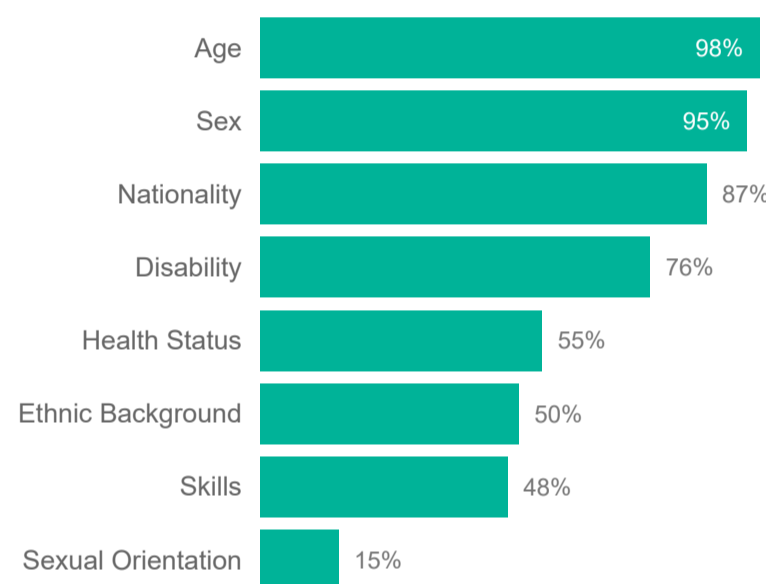
Core Action 1 : Inclusive Programming

At a minimum, all data collected by UNHCR will be disaggregated by age, sex and other diversity considerations, as contextually appropriate and possible, for the purpose of analysis and programming. The analysis at a regional level shows an **average disaggregation level of 66%** with a strong adherence close to 100% on age and sex categories.

66%

Average Data Disaggregation

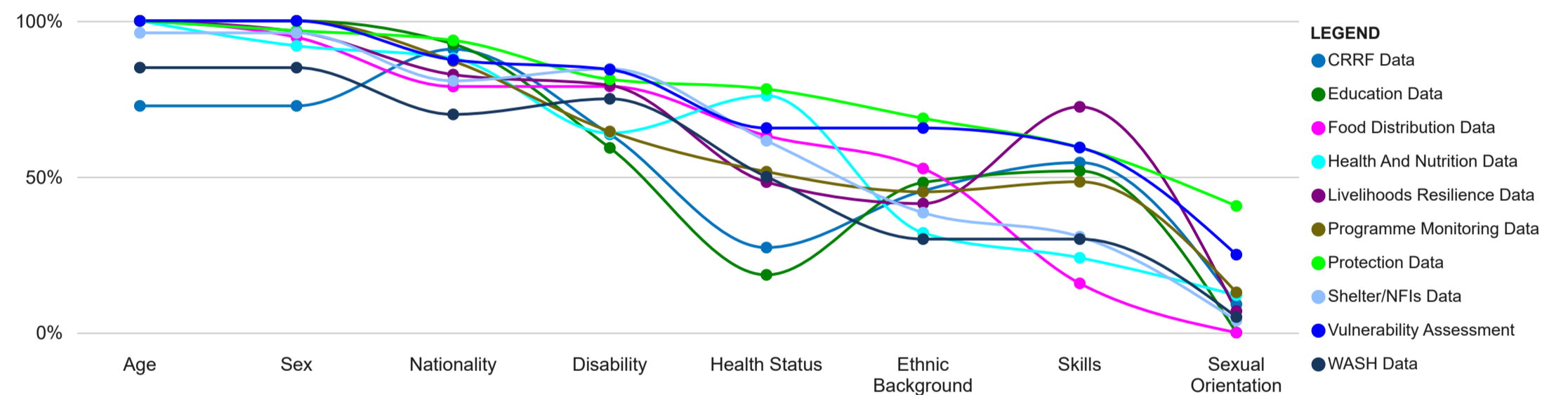
Disaggregation Proportion by Disaggregation Category



Key Findings

There is a high level of data disaggregation especially among the core demographics. **Age and Sex** are almost universally disaggregated with proportions across close to **100%** indicating strong adherence to these core demographic categories.

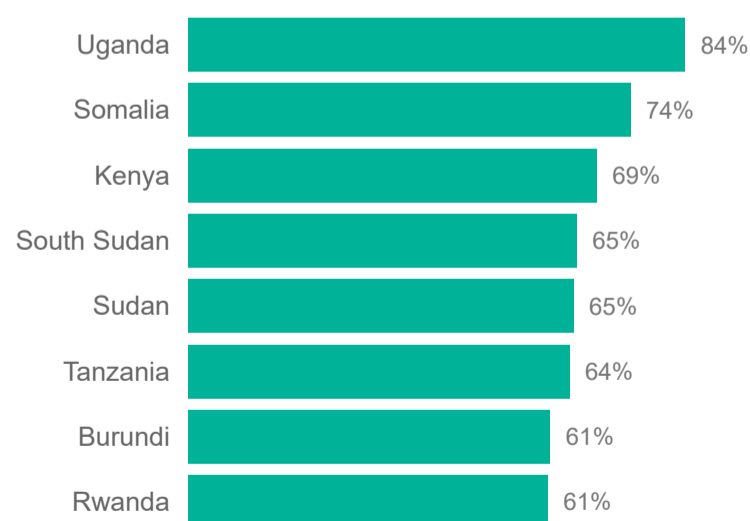
Data Disaggregation by Data Collected and AGD Categories



Key Findings

- All data collected shows a high level of disaggregation by **Age, Sex** and **nationality**, which is above average with the least disaggregation **proportion of 70%** for Water, sanitation and hygiene (**WASH**) data.
- While there is a noticeable decline in the data disaggregation by other categories, **disability** data seems to be fairly disaggregated with the least being Comprehensive Refugee Response Framework (**CRRF**) data (**64%**) slightly below the regional average showing adherence to the collection of PWDs data. **Sexual Orientation** as a category of AGD is showing the lowest disaggregation, with **protection data** having the highest disaggregation (**41%**) below the overall disaggregation average.

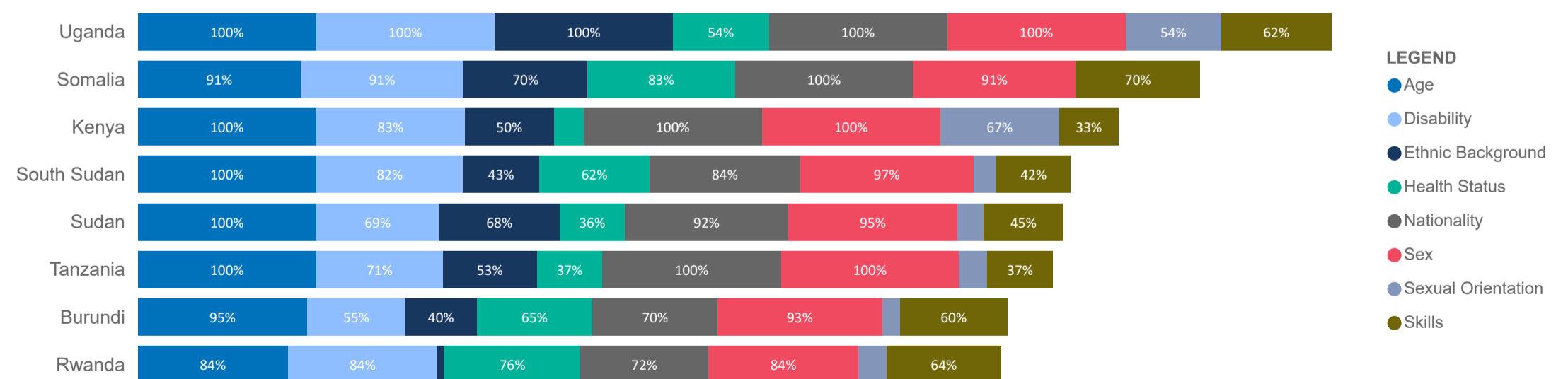
Country level average disaggregation of data



Key Findings

Uganda reveals high level (**84%**) of adherence to collection of data disaggregated by AGD categories while other countries showing considerable variation in data disaggregation.

Country level data disaggregation by specific AGD categories



Key Findings

- Although **Age, Sex** and **Nationality** are generally well represented, **Disability** data disaggregation varies but is relatively high in **Uganda (100%)** and **Somalia (91%)** and **Rwanda (84%)** potentially reflecting a focus on the inclusion of **persons with disability (PWDs)** in these countries.
- Sexual Orientation**, being the least disaggregation category is showing a considerable high disaggregation in **Kenya (54%)** and non-representation in **Somalia**.

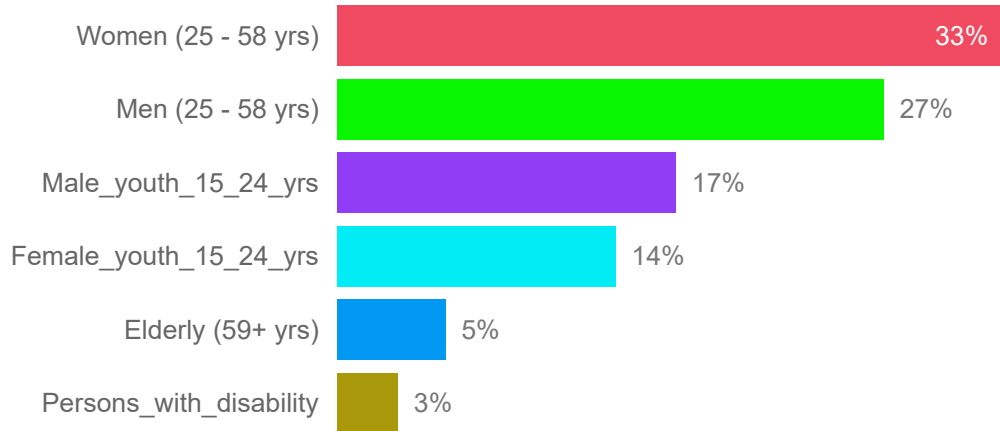
Core Action 2 : Participation and Inclusion

At a minimum, country operations will employ participatory methodologies at each stage of the operations management cycle, to incorporate the capacities and priorities of women, men, girls and boys of diverse backgrounds in protection assistance and solution programmes.

47% Women & Girls
Leadership and Management Structures

83% Women & Girls
average % engagement

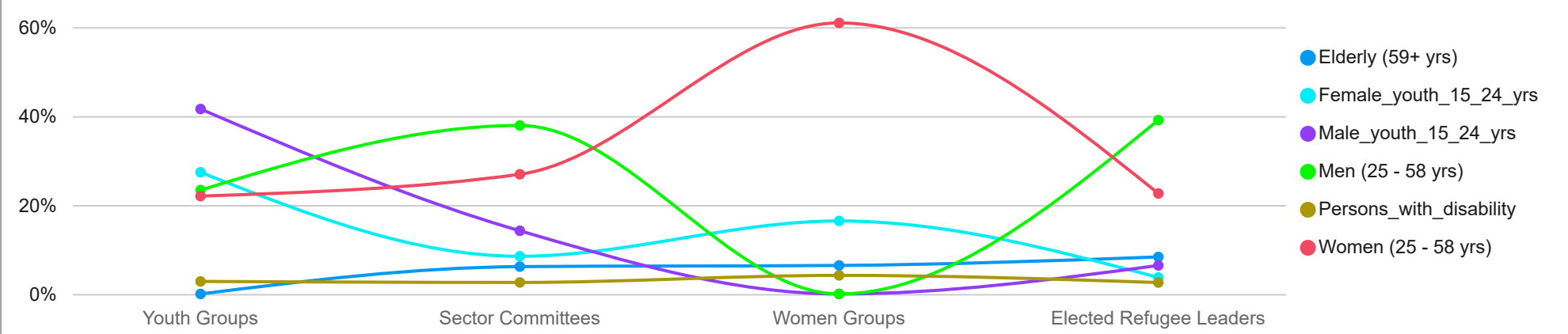
Regional Level Proportion of AGD Groups representation



Key Findings

Women are largely (33%) represented in community structures, which could indicate a focus on gender inclusiveness in community engagement activities. The representation of the persons with disability (PWDs) seems to be minimal across the region.

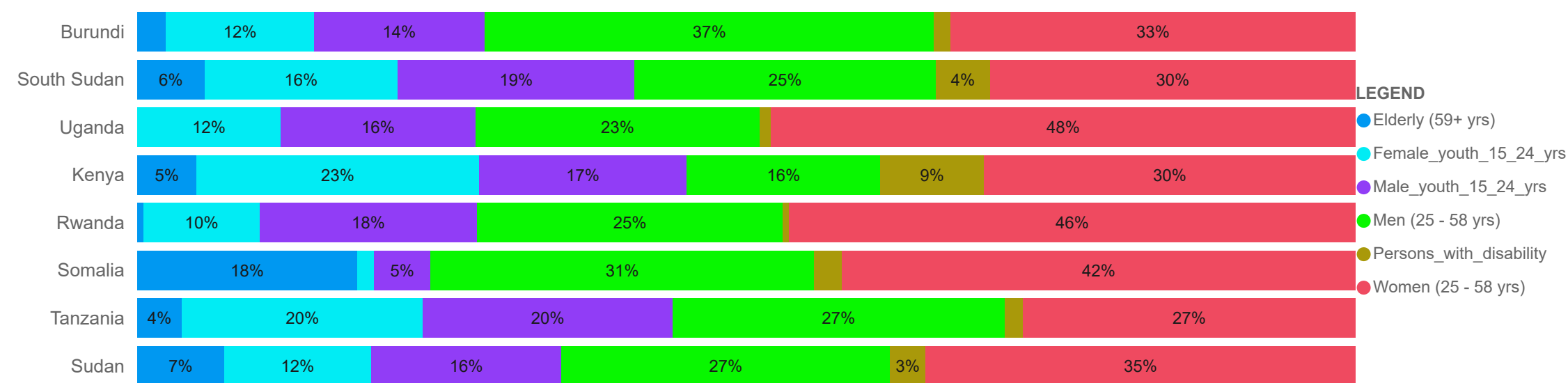
Proportion of AGD Groups in Community Structures



Key Findings

Although refugee leadership is largely dominated by the adult men and women, youths are involved in leadership roles within the refugee community. PWDs are represented across the community structures, their presence is very low (3%) indicating potential barriers to participation or inclusion. The Sector Committees seemed to be dominated by men and women, with significant presence of male youth (15%) which is a significant shift from Refugee Leadership (6%) where their presence is less notable.

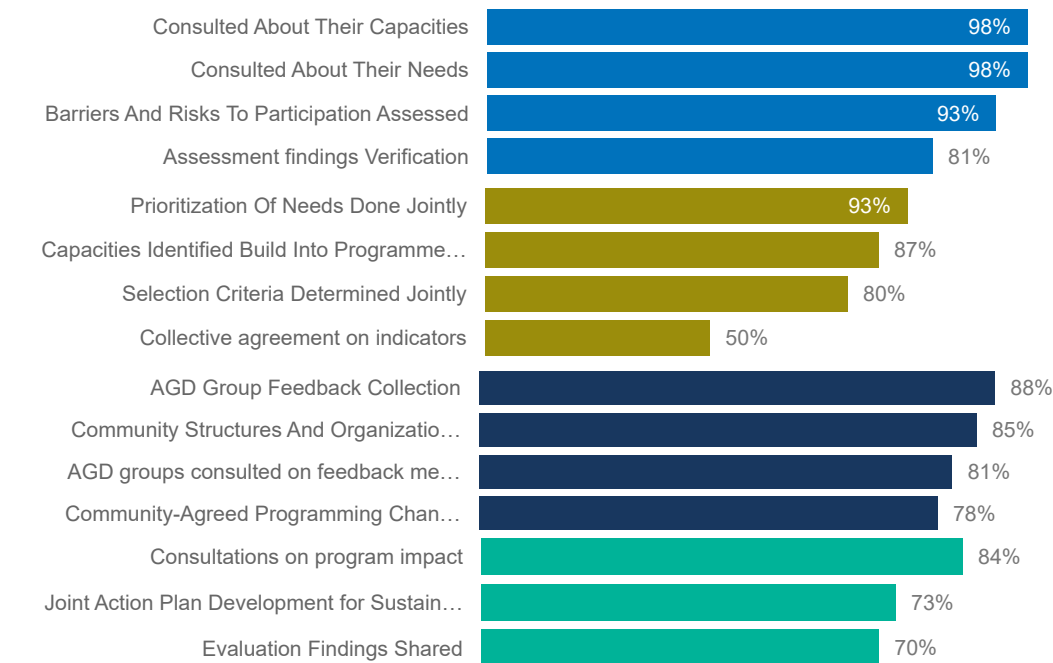
Country Level representation of AGD Groups in Community Structures



Key Findings

Most countries show a significant portion of their community structures consisting of women aged 25-58 years, particularly in Uganda and Rwanda where they make up 42% and 45% respectively. There's considerable variation in the representation of different groups across countries. For example, Elderly representation is highest in Somalia (27%) and no representation in Uganda and lowest in Rwanda (1%). Male Youth representation is highest in Tanzania (26%) and lowest in Somalia (13%). Persons with disabilities (PWDs) are the least represented group across almost all countries, with their highest representation being 9% in Kenya and the lowest being 1% in Rwanda and Uganda. With regards to youth involvement, Tanzania stands out with 26% and 24% representation of both male and female youth respectively, suggesting a higher level of engagement of this demographic in community structures compared to other countries.

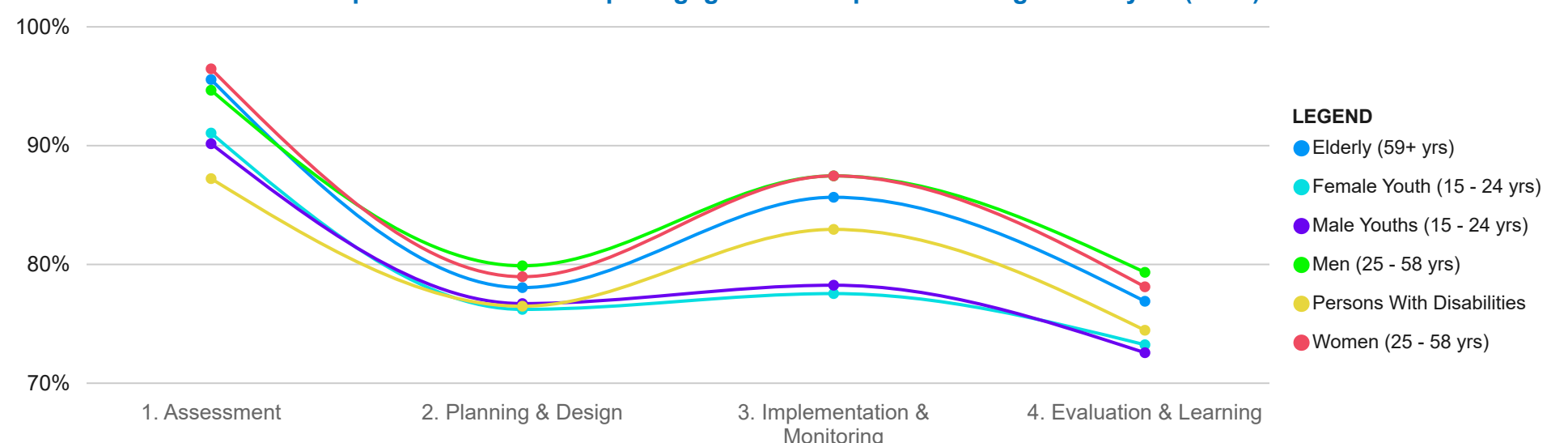
UNHCR engagement with AGD Groups in OMC



Key Findings

There is a high proportion of AGD groups being consulted about their capacities and needs (98%) and significant joint prioritization of needs 93% suggesting a strong participatory approach in planning and needs assessment with the operations in the region.

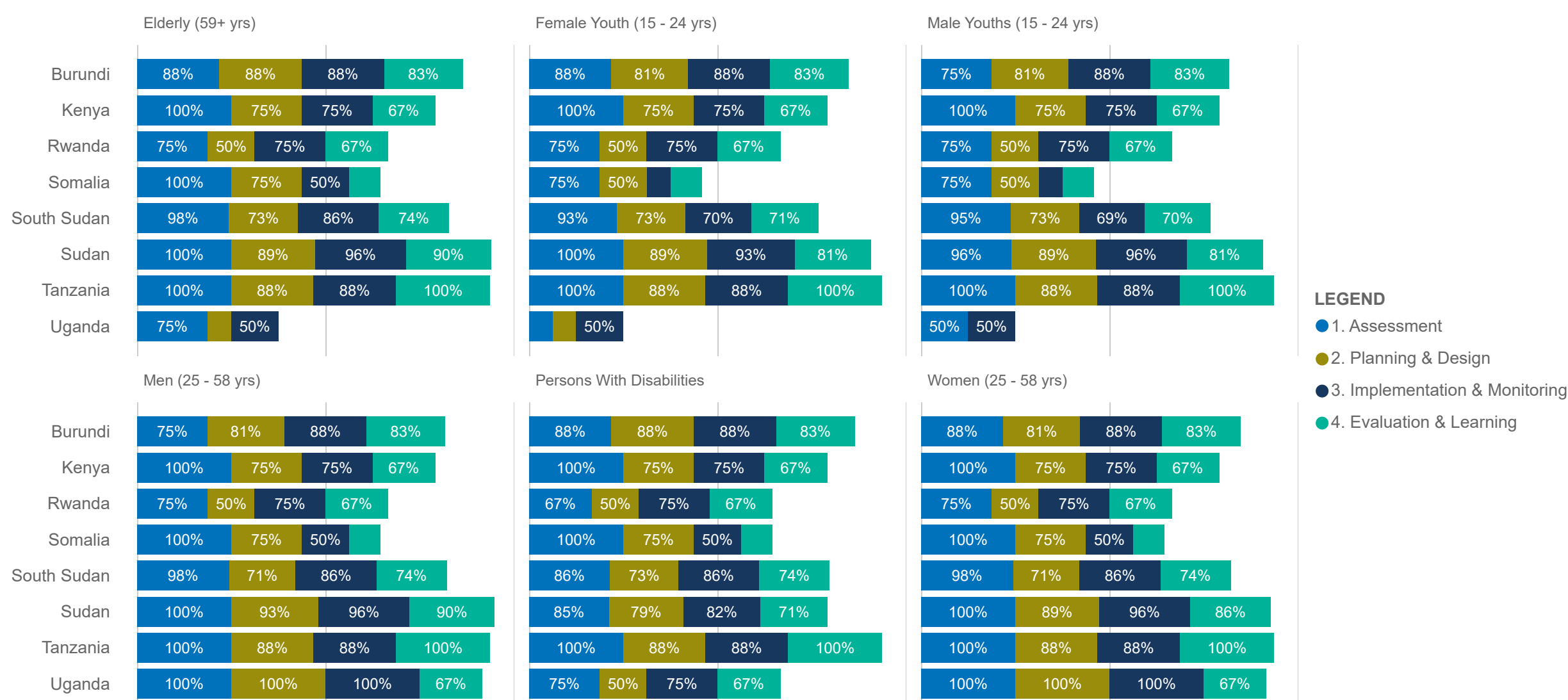
Proportion of AGD Groups engagement in Operations Magement cycle (OMC)



Key Findings

All groups start with relatively high engagement during the Assessment phase, with engagement rate around 90%. There is a noticeable decline in engagement for all groups as they move from Assessment to Planning and Design stage. This might indicate challenges in maintaining engagement throughout the project lifecycle.

Country Level engagement of AGD Groups in Operations Management Cycle (OMC)



Key Findings

Most countries show high engagement rates (above 75%) across all groups in the Assessment stage, indicating a strong start in the OMC. Kenya shows 100% engagement across all groups in the Assessment stage, but there's a significant drop in the Implementation & Monitoring stage, especially among the elderly and persons with disabilities. Somalia has 100% engagement in the Assessment stage for all groups except the youths. However, this drops significantly in the Planning & Design stage for female and male youths. Tanzania exhibits perfect or near-perfect engagement rates across all stages for most groups, which is exceptional. Adult women engagement is relatively high but shows more variability in the Implementation & Monitoring stage.

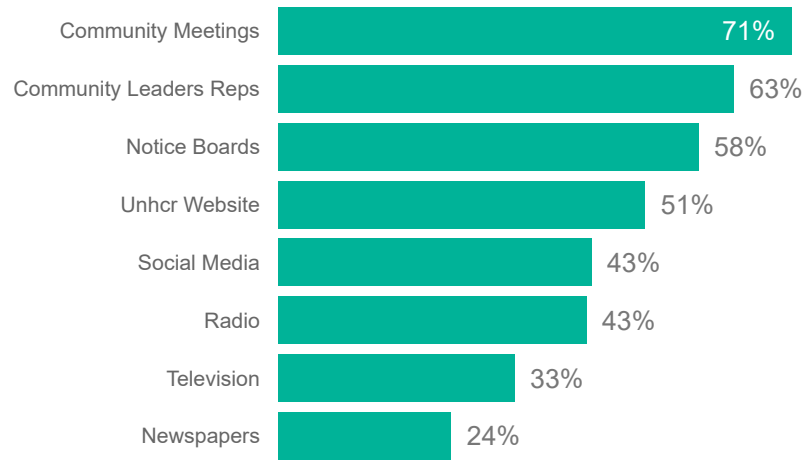
Core Action 3: Communication and Transparency

At a minimum, all country-level protection and solution strategies will detail the operation's approach to communication with women, men, girls and boys of diverse backgrounds through means that are appropriate and accessible to all groups in a community.

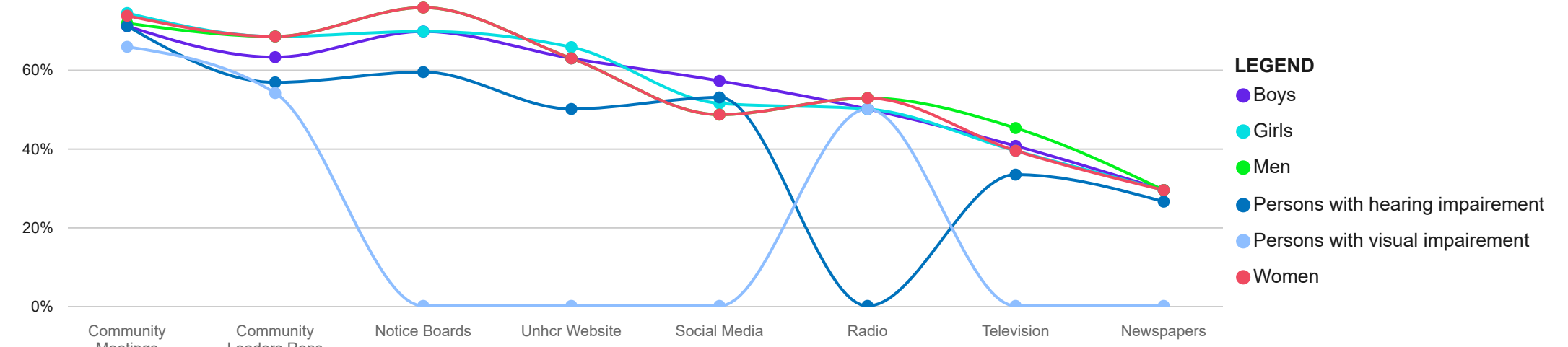
71% **Community Meetings**
Communication Channel widely used

49%
Average Usage Rate of Communication Channels

Regional Level Communication Channels Used



Percentage of country operations using specific communication channels for targeted AGD groups



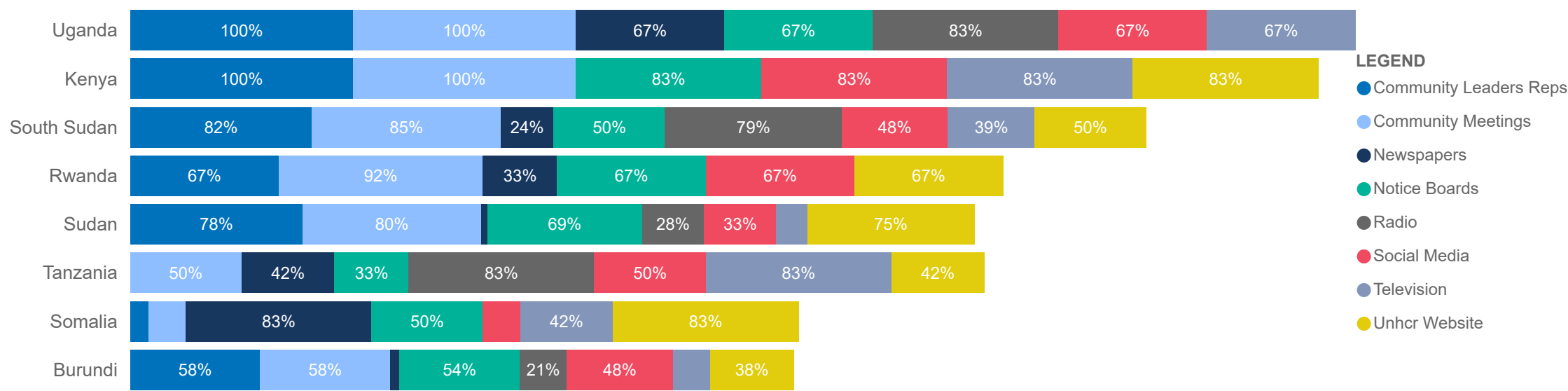
Key Findings

There is a large indication of usage of face-to-face interaction methods with **community meetings** largely utilized at **71%**, suggesting traditional methods are prevalent and possibly the most trusted or accessible in the region.

Key Findings

- There is significant usage of all means of communication among adult men and women and the youths, community meetings being the largely utilized in the region.
- Digital platforms like the **UNHCR website** and Social Media are also largely utilized by the youths and adults.

Percentage of AGD groups targeted with specific channels at country level



Key Findings

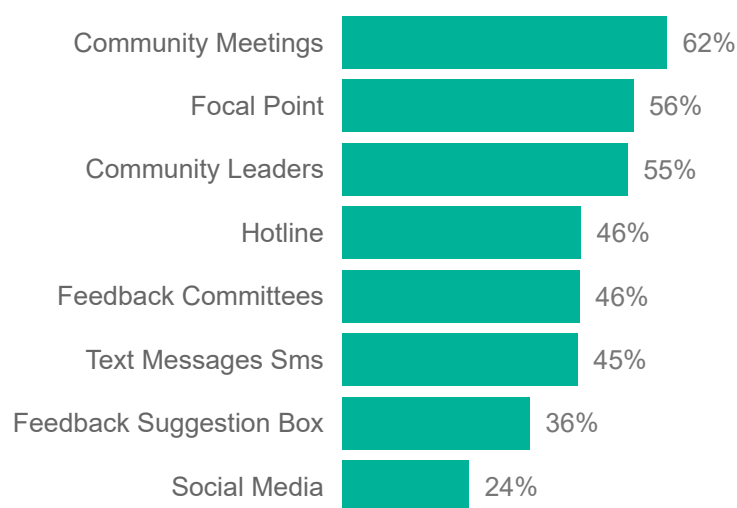
- Both Uganda and Kenya show 100% utilization rates across the Community Leaders and community meetings mechanisms.
- Different countries exhibit varied reliance on different communication channels. For example, while Social Media seems to be highly utilized in Kenya, it's less so in countries like Somalia and Sudan.
- The use of Radio and Television as feedback and response mechanisms appears to be significant in most countries, though their utilization rates vary.
- The chart suggests that there is no one-size-fits-all solution, as each country has a unique profile in terms of which mechanisms are most used.

Core Action 4: Feedback and Response Mechanisms

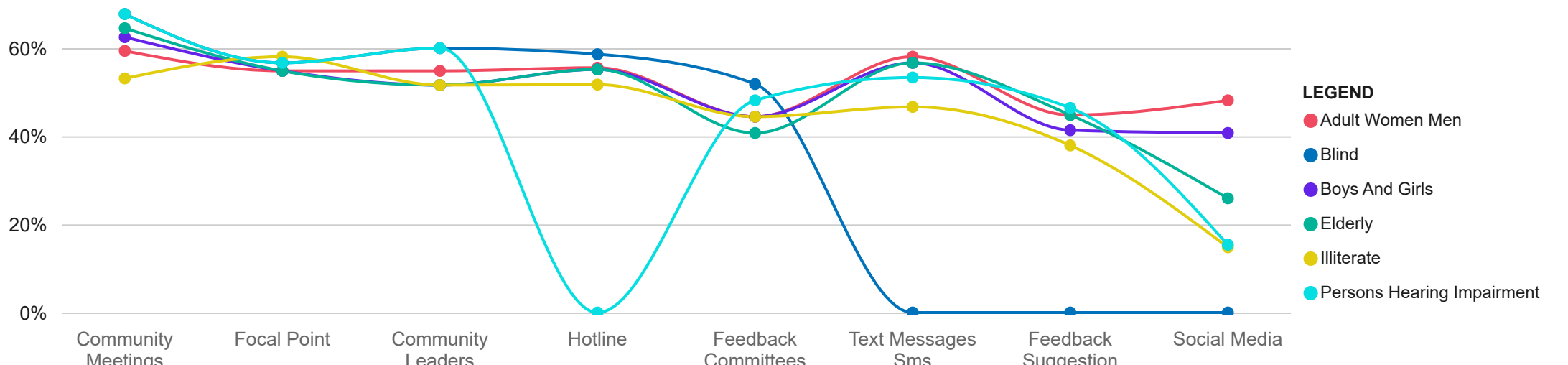
At a minimum, all UNHCR operations will establish and promote feedback and response systems, including for confidential complaints.

58% **Community Meetings**
Feedback and Response Mechanism widely used

Regional Level Feedback Mechanisms Used



Proportion of AGD Groups and their targeted Feedback and Response Mechanisms in the Region



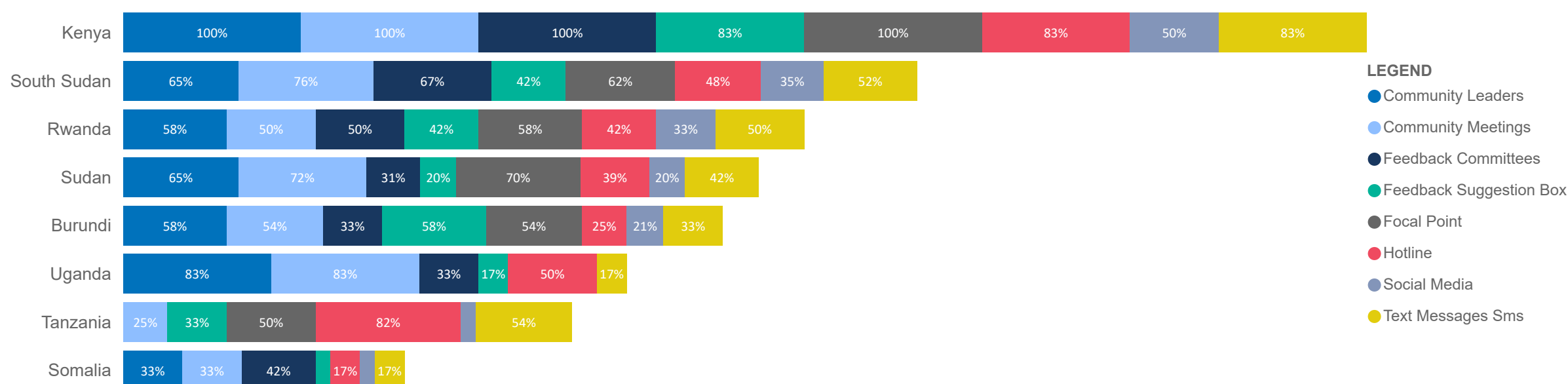
Key Findings

- Community Meetings are the most widely used feedback mechanism at **60%**, highlighting the importance of collaborative efforts with local entities.
- Focal Points (**57%**) and Community Leaders (**55%**) are also significant, demonstrating the reliance on established, on-the-ground networks for feedback.

Key Findings

- Adults and the youths demonstrate relatively consistent engagement across all mechanisms, with the exception of the Hotline (**0%**) for Persons with Hearing Impairment and suggestion boxes and social media (**0%**) for the blind as these mechanisms may not be accessible or usable for these groups.
- The use of **social media (41%)** is huge among the adults and the youths and relatively low among the elderly (**21%**) and the illiterate (**18%**) which could point out to barriers to related literacy and digital literacy.
- The varying usage patterns emphasize the diverse needs and preferences of each AGD group, indicating the importance of offering multiple feedback channels to accommodate different abilities and accessibilities.

Proportion of AGD Groups and their usage of Feedback and Response Mechanisms at country level



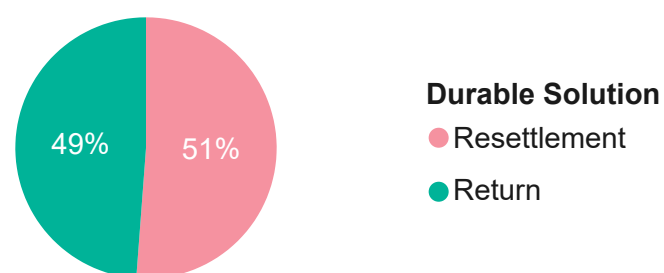
Key Findings

- Traditional interaction methods are highly utilized with the exception of **Tanzania (25%)** and **Somalia (33%)** where community engagements are not reaching out to all the AGD groups.
- Different countries exhibit varied usage of feedback and response mechanisms. For example, while Social Media seems to be highly utilized in **Kenya (50%)**, it's less so in countries like **Tanzania (8%)**, **Somalia (8%)** and **Uganda (0%)**.
- Hotlines seem to be present in all the country operations though with varied usage across the AGD groups, least being utilized in **Somalia (17%)** and **Burundi (25%)**.
- The chart suggests that there is no one-size-fits-all feedback and response mechanism, as each country has a unique profile in terms of which mechanisms are most used.

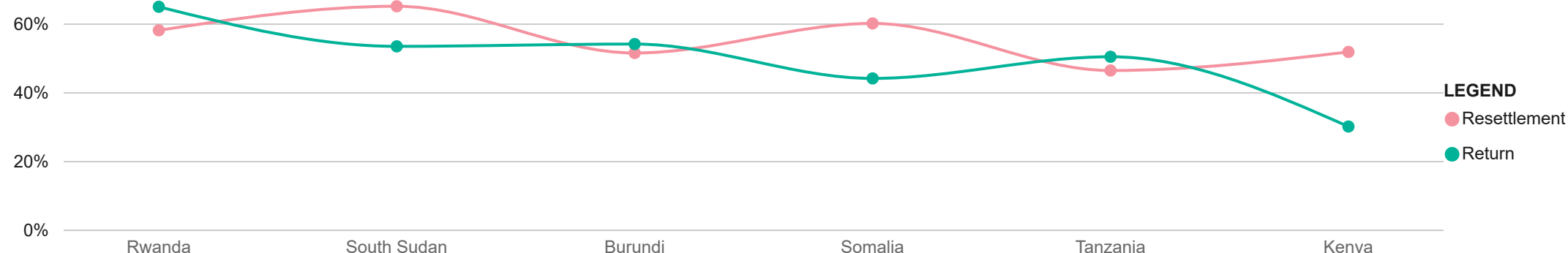
Core Action 7 : Individual Registration and Documentation for Women & Girls

At a minimum, all UNHCR will provide women and girls of concern with protection documentation on an individual basis, and will advocate for the same with partners, including governments.

53% *Return and Resettlement*
 Women & Girls benefiting from durable solutions

Proportions of Women & Girls recipients of Durable solutions

Key Findings

- There is an equal focus on both Return and Resettlement solutions indicating an effort to balance the type of assistance provided.

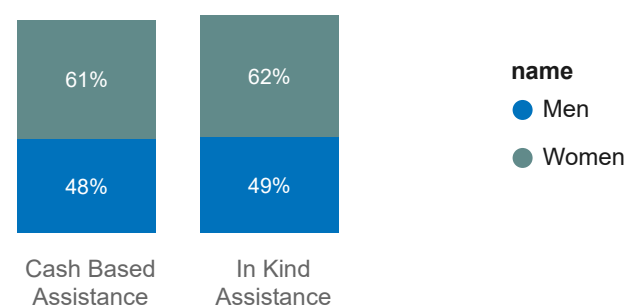
Variations of the durable solutions recipients by the Country Operations

Key Findings

- Durable solutions varies by the Country operations with countries like Rwanda, Tanzania and Burundi have prevalence of return as a solution while South Sudan and Somalia prefer Resettlement. This might be influenced by the country-specific factors.

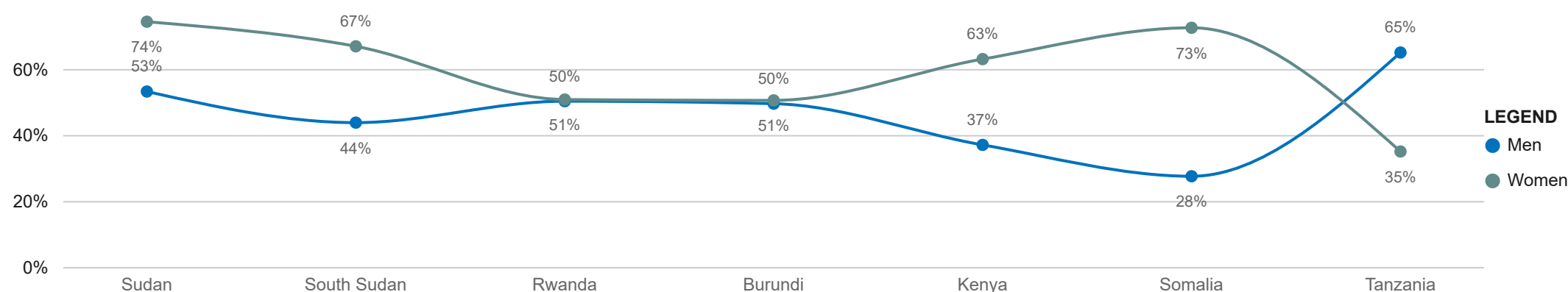
Core Action 8 : Women and Girls have equal access to and control over management and provision of food and core relief items.

At a minimum, Depending on context, UNHCR operations will increase the percentage of women as primary recipients of assistance within households receiving materials and/or cash-based assistance.

61% *cash & In-Kind*
 Female Recipients of Assistance

Proportion by the assistance received

Key Findings

- There is an equal effort to balance the forms of assistance being provided to both men and women across the region.

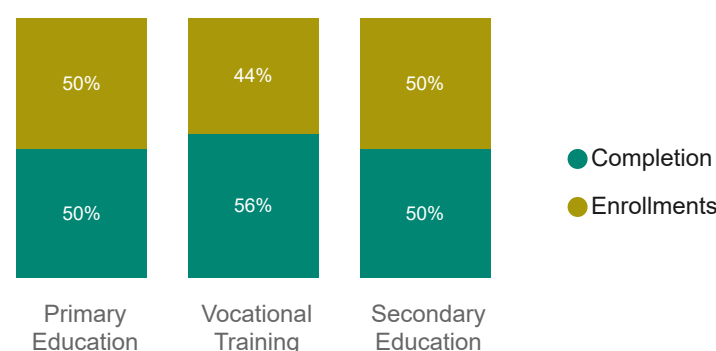
Variations of the assistance received by the POCs by men and women across the country operations.

Key Findings

- There a balanced trend of women receiving assistance more than men, for example **Sudan (74%)**, **Somalia (73%)**, with the exception of **Tanzania (65%)** where men.

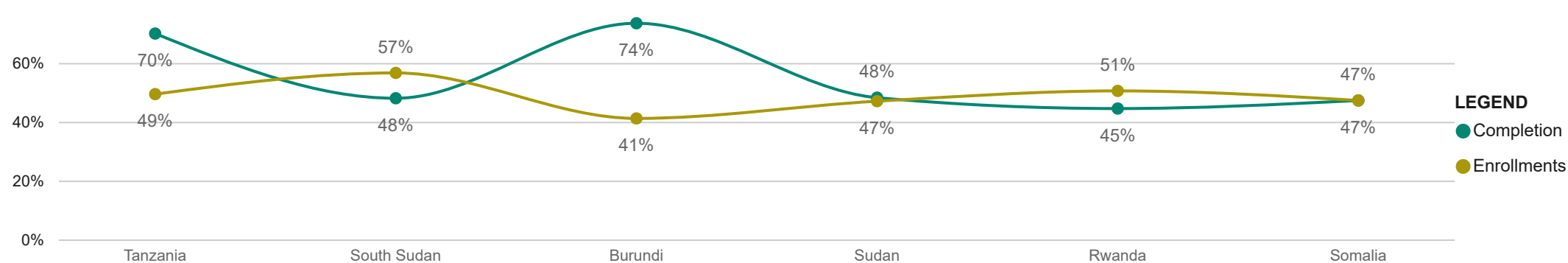
Core Action 9 : Economic Opportunities (Education)

At a minimum, UNHCR will ensure women and girls have access to livelihood, education, and health programmes it delivers and will advocate with partners including governments for equal access to public services.

50% *enrollment & completion*
 Women & Girls in Education Programs

Proportions by the Access to education for women and Girls


There is higher percentage of women and girls receiving primary education compared to secondary and vocational training.

Proportion of women and girls enrolling and completing different education levels across countries

Key Findings

- The visual demonstrates that countries like **Tanzania (70%)** and **Burundi (73%)** have higher rates of education completion, while **South Sudan (49%)** and **Rwanda (50%)** have higher enrollment rates.

CONCLUSIONS AND RECOMMENDATIONS

This report evaluated the performance of country operations in key areas including data disaggregation, participation and inclusion, communication and feedback, and gender equality. It highlighted significant achievements and identifies areas requiring improvement. Key findings show high scores in data disaggregation but underscore the need for enhanced focus on disability data and gender representation. Below are more focused conclusions and recommendations:

A. Data Disaggregation

Most country operations scored highly on data disaggregation by Age, sex, Disability and nationality. This needs to be upheld with more emphasis on enhancing disability disaggregated data. Somalia, Burundi and Rwanda scored less than 100% against data disaggregation by Age. Somalia, Sudan, South Sudan, Burundi and Rwanda operations equally scored less than 100% on data disaggregation by Sex. These are two basic and commonly used data disaggregates in programming and thus the country operations are encouraged to work towards 100% score. Sexual orientation data is lowly captured even though it would be important for decision making regarding our protection mandate considering the increasing risks amongst LGBTQI+. As much as possible partners should be encouraged to collect related data.

B. Participation and Inclusion

On average we have 10% of leadership and management committees represented by the youth and 3% by the people with disabilities. There needs to be deliberate efforts to increase the representation of the two groups. Burundi, Uganda, Somalia, Tanzania and Rwanda have less than 3% representation of Persons with Disabilities in leadership and management structures while Somalia has less than 10% youth (5% for young men and 1% young women) representation. The country operations are encouraged to facilitate representation of the groups. Women and girls' representation is 47% in the region, just a little less than the targeted 50%. Efforts should be put to facilitate continued representation of women and girls.

There is more engagement of AGD groups in the assessment and implementation phase compared to the planning and evaluation phase on the Operations Management Cycle. More emphasis needs to be put on key outputs of the phases that scored less than 85% engagement that include: Verification of assessment findings with targeted groups, joint agreement on selection criteria, collective agreement on performance indicators, Design feedback mechanisms following consultations with target groups, joint agreement with communities on programming changes informed by community feedback analysis, consult target populations on impact of the programs, jointly develop plans of action with community roles and responsibilities outlined and Sharing evaluation findings with different AGD groups. It is recommended that the program team especially supports the evaluation phase of the OMC across country operations as this had an average score of less than 85% for all outputs apart from Tanzania operation which scored 100%. This will enhance UNHCR commitment to promoting learning and adaptation.

C. Communication and Feedback

Community meetings and leaders are largely used to reach all AGD groups across the countries apart from Tanzania operation that used TV and radio mainly to communicate to all AGD groups. Social media is widely used in Kenya, Rwanda and Uganda to reach over 65% of the AGD groups. The Help pages are equally widely used in Kenya, Rwanda, Sudan and Somalia to reach over the same percentage of AGD groups while Uganda does not have a help page yet. There is need to support use of digital platforms across different operations to enable communication to our target populations that are affected by population movement.

Uganda, South Sudan and Tanzania are reaching over 75% of AGD groups through radio while Television is largely used in Kenya, Tanzania and Uganda. These channels are still viable for mass and targeted population reach and thus more peer-to-peer learning is recommended on modalities used to reach UNHCR targeted groups through Radio and TV.

Community meetings, Focal points and community leaders were reported as the widely available mechanisms across all AGD groups. Hotlines are available across all operations, with only Uganda, Kenya and Tanzania reporting over 50% average accessibility by all AGD groups. There is need to support AGD groups accessibility of dedicated Feedback lines through advertisement of the line numbers in target communities, observing affordability through enabling toll-free lines and resourcing for management of call centers and feedback management. Use of feedback boxes is quite low with only Kenya and Burundi reporting an average of above 50% AGD groups targeted by this feedback channel. It is recommended that operations continuously assess the uptake of the feedback/suggestion boxes that are largely available in all camps and review existing SOPs accordingly.

Traditional channels are used to reach people with disabilities mainly those with visual and hearing impairment. All country operations should continuously engage and enhance capacity of their partners and other stakeholders to identify and remove communication barriers experienced by people who have disabilities that affect hearing, speaking, reading, writing, and or understanding.

D. Gender Equality

Most countries reported that women and girls have access to individual registration and documentation with at least 50% of the people accessing resettlement support being women and girls. On average, 61% of Cash and in-kind assistance recipients in the region are Female. These promotes the gender equality commitments and thus needs to be continuously supported. On the other hand, enrolment, and completion of girl's education at different levels was on average 50% at enrolment and 50% at completion. Country operations should engage with the relevant education actors to enhance enrolment and completion rates of girls in education.

E. Overall Assessment and Future Participation

Djibouti, Eritrea, and Ethiopia were not able to participate in the assessment while 33 offices across the other eight countries participated. Some participating countries did not complete certain questions especially under Gender equality. It is recommended that all the 11 countries with all their offices at national and subnational level plan and participate adequately in future AGD assessments.

The data collection tool used was adopted from previously used tool. It was observed that there is need to review the tool to update with current information available in the region e.g. data categories, data disaggregates of interest, communication and feedback channels.