

# Participatory Assessment

## Kibondo, Tanzania

07-21 February 2019



## Executive summary

### Assessment Objectives

The purpose of Participatory Assessment is to reinforce UNHCR's longstanding commitment to ensuring that people are at the centre of all that we do. This requires that we apply an age, gender, and diversity (AGD) approach to all aspects of our work. Through this Policy, we aim to ensure that persons of concern (PoCs) can enjoy their rights on an equal footing and participate meaningfully in the decisions that affect their lives, families, and communities. In Kibondo Sub Office, the assessment covered Nduta and Mtendeli refugee camps and the host communities in Kibondo and Kakonko Districts of Tanzania. The goal of the AGD assessment is to ensure that the protection lens is used in designing assistance and service programme. The protection risks and gaps are visible, and will inform the 2020/2021 Tanzania Country Operational Plan and the Refugee Response Plan. The aim of the assessment was therefore to assess the current situation, capacities existing and proposed solutions within the tenets of the current context.

### Methods

Field work was conducted during 7 – 21 February 2019, and 537 PoCs participated through semi-structured interviews, focus group discussions, individual interviews and participatory observation sessions. This assessment exercise was conducted by UNHCR in collaboration with partners and actively supported by the Government of the United Republic of Tanzania, to engage refugees, asylum-seekers and host community members - women, men, girls and boys of different age, gender, and nationality to identify their needs and examine ways to address them.

### Key Findings

The key findings and recommendations of the assessment were identified under the following themes:

Key protection needs of PoCs were highlighted as security, limited information to community leaders on arrests and detentions from respective zones, and challenges related to exit permit policy including restriction of freedom of movement, prevents attainment of self-reliance and contributes to arrests for unauthorized movements. Firewood collection and men abandoning their families remains a key concern among the PoCs.

Child Protection and Education emphasized participation of children, decision making and child labour needs more attention since children's protection needs are on the rise. Education findings highlighted the correlation between poverty and retention in school, in particular an increase in child labour and poverty affects children's access to education. Neglect and abuse perpetrated by teachers in the schools was raised as a serious concern and needs to be addressed by both the refugee and humanitarian communities.

Community Based Protection identified that Persons with Specific Needs (PSN) face discrimination to accessing basic services within the camp because of limited targeted assistance. There is need to improve on community feedback and information sharing to enhance effectiveness of community structures. Shelter main challenges include the lack of construction materials and inadequate housing units to support single families or bachelors in the camp. Shelter issues have become a source of conflict in the camp.

Under, WASH, the main needs were additional support with kits, equipment for storing water, lack of age and disability friendly latrines in the community remains a major gap.

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Under Health, the key issues are related to referral for specialized treatment and delayed response in emergency cases and treatment due to numerous challenges within the sector.

Food and Nutrition: the PoC maintained that they are receiving the same type of food with little variety and also the food distributed is not sufficient for the family. PoC also complained about the low-quality flour distributed.

Livelihoods: PoC sought additional support to enhance their resilience. The closure of markets affected their coping strategy and depleted their savings and business stock.

Discussions around repatriation emphasized on the need to consider and avail other durable solutions, including resettlement and local integration.

Other findings of significance to this Age Gender Diversity Policy assessment of 2019 is the involvement with the host community in different sectors such as the common market under livelihoods. The continuous engagement and interactions will enhance peaceful coexistence among refugees and the host community.

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## Acronyms

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
JRS	Jesuit Refugee Society
KAP	Knowledge, Attitude and Practice
MHA	Ministry of Home Affairs
MSF	Medecins Sans Frontieres
NFI	None-Food Item
NRC	Norwegian Refugee Council
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
TRCS	Tanzania Red Cross Association
UAM	Un- Accompanied minor
UNHCR	United Nations High Commissioner for Refugees
Vol-Rep	Voluntary Repatriation
WASH	Water, Sanitation and Hygiene
WFP	World Food Programme
WLAC	Women's Legal Aid Center

## Introduction

The United Republic of Tanzania has a long history of hosting refugees. The majority of refugees and asylum seekers are mainly from Burundi and the Democratic Republic of Congo (DRC) and are hosted mainly in three refugee camps in north western Tanzania: Nyarugusu, Nduta, and Mtendeli. Although the Government of Tanzania has reiterated its commitment to upholding international legal obligations to protect refugees and asylum-seekers, under the 1998 Refugee Act and 2003 Refugee Policy, freedom of movement is restricted.

The political context in the country continues to evolve as the protection environment becomes increasingly more complex and unpredictable. In 2017, prima facie declaration for Burundian asylum seekers was revoked. As a result, Burundian asylum seekers arriving in Tanzania have had to undergo individual refugee status determination (RSD). Tanzania also formally withdrew from the Comprehensive Refugee Response Framework (CRRF) as a pilot country in early 2017, citing several concerns, including security implications of refugees moving outside of camps and insufficient international support in the past. Added restrictions on access to territory for asylum seekers as well as the closure of all border entry points has seen no new arrivals from Burundi and the DRC since February 2018.

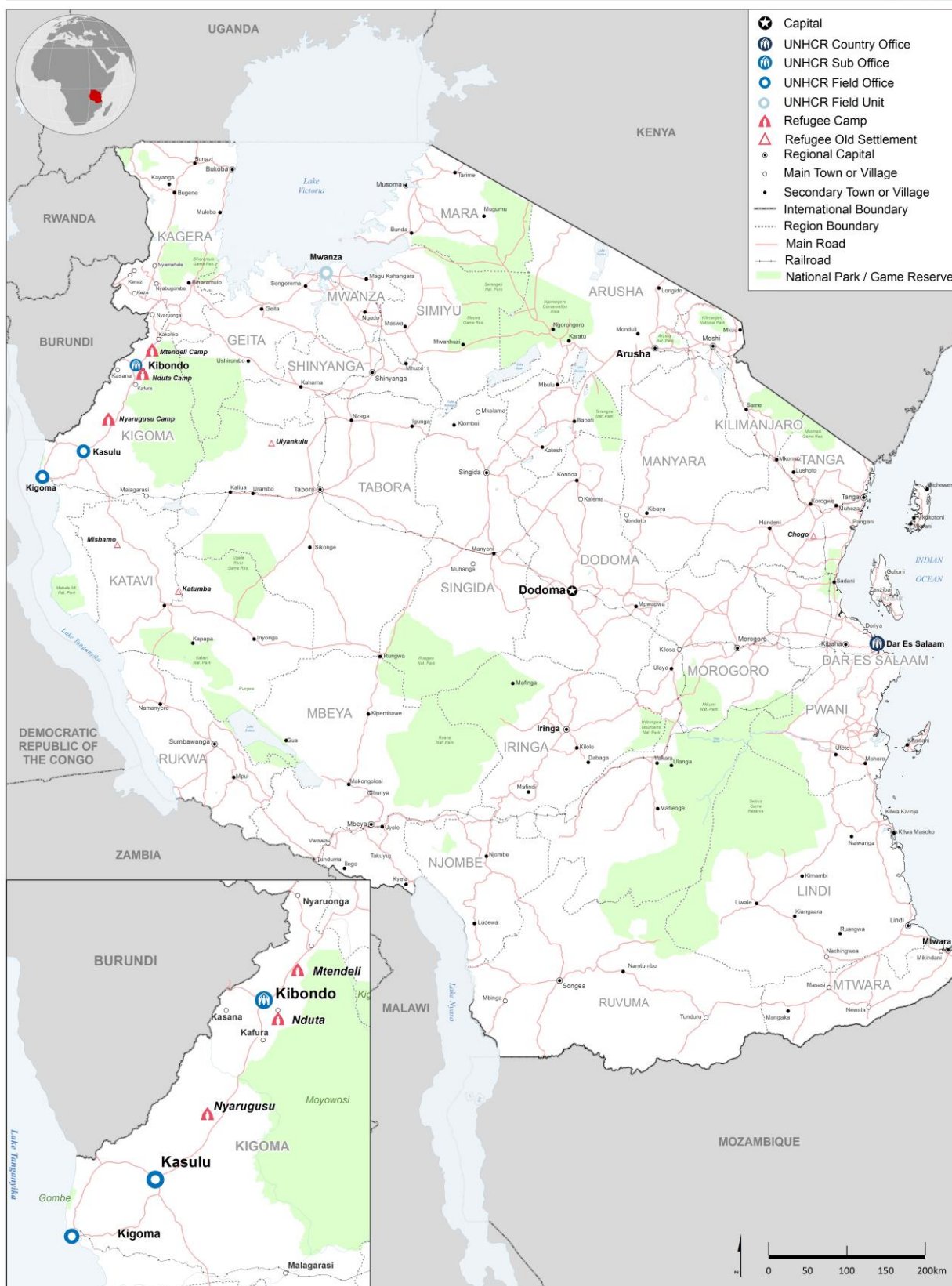
UNHCR is also involved in the voluntary return of Burundian refugees following a Tripartite Commission Meeting for the Voluntary Repatriation of Burundian Refugees in Tanzania in 2017, where the Tripartite Commission (United Republic of Tanzania, Republic of Burundi, and UNHCR) issued a joint communiqué and agreed to implement a work plan to support the voluntary repatriation of Burundian refugees who expressed an intention to return to Burundi. A subsequent follow up meeting was held in early 2018, where a new work plan to return 72,000 individuals by year end was agreed. While UNHCR does not promote voluntary return to Burundi, it supports the operation to ensure that returns are based on the principles of voluntariness and informed decisions, and take place in safety and dignity.

Under the Refugee Coordination Model (RCM), UNHCR leads and coordinates the refugee response in Tanzania. The RCM is intended to provide an inclusive platform for planning and coordinating refugee response in order to ensure that refugees and other persons of concern receive the protection and assistance they require through the collective efforts and capacities of all partners involved. UNHCR also works closely with other UN agencies through the UN Reform, Delivering as One initiative and participates in the UN Development Assistance Plan (UNDAP II) 2016-2021, under the Resilience Thematic Results Group. Within this group, UNHCR undertakes action to ensure that a joint vision of protection-sensitive and solutions-oriented assistance to refugees and asylum-seekers is delivered in line with international norms and standards. UNHCR works with the Ministry of Home Affairs (MHA), its direct government counterpart in Tanzania, while maintaining productive relations with other Government entities and NGO partners



# United Republic of Tanzania

## UNHCR Presence | as of 24 February 2019



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.  
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## Methodology

### Objectives

The Participatory Assessment was conducted between 7- 21 February 2019, and involved 537 persons of concern to UNHCR engaged through semi-structured interviews, focus group discussions (FGD), individual interviews and participatory observation sessions. This assessment exercise was conducted by UNHCR in collaboration with partners, actively supported by the Government of the United Republic of Tanzania, to engage refugees, asylum-seekers and host community members - women, men, girls and boys of different age, gender, and nationalities to identify their needs and examine ways to address them. The Participatory Assessment helped in establishing partnership with persons of concern through a structured dialogue.

The findings of the assessment will be used to inform UNHCR Country Operation Plan (COP) and Inter-Agency Refugee Response Plan (RRP) for 2020/2021.

### Secondary Data Review

Secondary data was collected through desk review, several existing documents and reports across sectors were consulted and analyzed to inform the process prior to the actual data collection. The reviewed documents included 2018 Participatory Assessment report, 2018 Inter-agency Help Desk Monthly reports, 2018 WASH KAP survey report, 2018 report on Socio-Economic Assessment in refugees camps and Hosting Districts in Kigoma region, 2018 Standardized Nutritional Survey (SNS) Report, 2018 Shelter Assessment reports, Research on Income Generating Activities for foster parents by Plan International, Save the Children and IRC, 2018 Inter-agency Safety Audit report and 2018 Joint Education Needs Assessment(JENA) and 2018 Information Needs Assessment report

### Method of inquires

A total of 22 FGDs with refugees and asylum seekers were conducted in the Mtendeli and Nduta camps and four FGDs involving 100 host community members , 60(30F, 30M) participants in Biturana ward near Nduta camp and 40 (20F, 20M) in Kasanda near Mtendeli camp.



**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): 15 Youth (18–25): 15 Adults (25-40): 15 Adults (40-60): 15 Adults ( 60+): 15 The above includes: Foster parents: 2 Unaccompanied Minors (UAMs): 1 Religious Leaders: 2 PWD: 5 Community leaders: 2	Age groups: Adolescents (14–17): 15 Youth (18–25): 15 Adults (25-40): 15 Adults (40-60): 15 Adults ( 60+): 15 The above includes: Foster parents: 2 Unaccompanied Minors (UAMs): 1 Religious Leaders: 2 PWD: 5 Community leaders: 2	Children (10–13): 15 (including 1Child with disability, 2 UAMs). Adolescents (14–17): 30 Youth (18–25): 30 Adults (25-40): 30 Adults (40-60): 30 Adults ( 60+): 30 The above includes: Foster parents: 4 Unaccompanied Minors (UAMs): 4 Religious Leaders: 4 PWD: 11 Community leaders: 4

Total number of participants: 165(81F, 81M)

**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): 24 Youth(18–25): 24 Adults(25-40):24 Adults (40-60):24 Adults (60+):24 The above includes: Foster parents: 2 Unaccompanied Minors (UAMs): 1 Religious Leaders: 2 PWD: 5 Community leaders: 2	Age groups: Adolescents(14–17): 24 Youth(18–25): 24 Adults(25-40):24 Adults (40-60):24 Adults ( 60+):24 The above includes: Foster parents: 2 Unaccompanied Minors (UAMs): 1 Religious Leaders: 2 PWD: 5 Community leaders: 2	Children (10–13): 24 10 (1Child with disability, 2 un accompanied minors). Adolescents (14–17): 48 Youth (18–25): 48 Adults (25-40): 48 Adults (40-60): 48 Adults (60+): 48 The above includes: Foster parents: 4 Unaccompanied Minors (UAMs): 4 Religious Leaders: 4 PWD: 11

Total number of participants: 264(132F, 132M)

- 8 Key Informant Interviews with 8 (4 in Mtendeli camp and 4 in Nduta camp) experts in four sectors- protection, health, education and shelter -were conducted by the multi-functional team.

## Assessment findings

### Key findings

#### Protection- Safety and Security

1. **Location of camp near to Burundian boarder causes security risks:** PoCs mentioned that the camp is vulnerable to security incidences due to its proximity to the border and unidentified groups or individuals coming from Burundi attack their families and managed to escape.
2. **Rondo (community policing) needs reforms:** Almost all groups mentioned that the community has been using community policing (i.e. Rondo) as a coping mechanism for security. However, the Rondo system needs resources to perform their job efficiently. Additionally, sometimes children and elderly are been pushed to conduct the job which becomes a challenge.
3. **Challenges faced at police station:** PoCs mentioned that they face challenges while reporting or launching any complaint at police station which make them frustrated sometimes. They felt that they are not listened to attentively and in their opinion only community representatives are listened to.
4. **Enhance the role of community leaders on arrests and detention:** PoCs indicated that when a refugee/asylum seeker is arrested, their family is subjected to further questions and experiences distress as they do not have access to information on the situation and often begin to look for their missing relative. They are not sure whether the police has taken away the person or the missing person has been kidnapped or killed as revenge by some other outlaw persons.
5. **Registration of unregistered families for security and to ease social burden:** Refugees and host community recommended that MHA and UNHCR should address the issue of unregistered refugees, since they are not entitled to services and it is serious burden on family members/neighbours who have already limited resources for their own survival.
6. **Unlawful activities observed inside and outside the camps:** Refugees and host community indicated that there are all signs of insecurity in the camps and at host community, due to the presence of ex-combatant refugees who fled with guns from Burundi and some who have returned to camps from Burundi using unrecognized border (routes). PoC stated that these two groups frequently commit crimes inside and outside the camp. PoCs insisted that all Burundi' population in the regions to be registered in order to trace who is involved in unlawful activities.
6. **Exit permit policy for refugees in camp:** PoCs mentioned that "Exit permit policy" needs to be reviewed and relaxed to avoid PoCs in urgent need out of leaving the camps to do so without permit and end up in detention.

#### Gender-Based Violence

1. **SGBV incidents during firewood collection:** PoCs mentioned that SGBV incidents frequently occurs when women and girls collect firewood outside the camp environment.
2. **Shared accommodation:** Adult women reported that lack of privacy and sharing of sleeping area by family members including children (male and female) exposes children to witness sexual activity which in turn, creates potential early engagement in sexual relationship /early pregnancies/early marriages and encourage potential perpetrators.
3. **Lack of evidence:** PoCs mentioned that sometimes fear of retaliation, were, inter alia, cited as reason for not reporting. Also, others are not willing to provide witness accounts for fear of retaliation.
4. **SGBV incidents at Schools:** Different groups of refugees including adolescent girls and boys reported that some teachers were seducing girls, marrying underage pupils and sometimes impregnating them.
5. **Poverty linked to family break ups among host community:** Both PoCs and Host community indicated that marriage breakup in their community was a problem; this was attributed to Tanzanian men who leave their spouses and go for refugee women. Women, in the host community said that poverty at household level was one of the drivers, men opting for extra marital relationship and stay with refugee women where they have assurance of getting food. On the other hand females from refugee community faced with desperate financial pressure, get involved with men from host community and end up in multiple issues. Children are born from such situations/relationship, which again become an issue of parental responsibility and nationality.
6. **Men abandoning families:** Adult refugee women reported of extra marital affairs by men/husbands. Men were selling family food, abandoning families and thereafter taking care of “new spouses” That adversely affected them (women/spouses). The children as a result been forced to engage into child labour and sometimes in survival sex to meet their daily family needs. Consequently, early pregnancies/early marriage surfaced as a serious problem in the camp due to such circumstances.

## Child Protection

1. **Insufficient engagement with children to express themselves at practical life (community level):** Despite of having children forums like, CPC and at Town Hall meetings, children stated that they have not been engaged in other forums, where they express themselves especially forums with adults which would enable them to present their views on issues that affect their lives.
2. **Children need to be involved in decision making (family level):** Parents/caregivers do not involve their children when making key family decisions including on repatriation to their country of origin. Children and adolescent express they feel left out and not been heard for their concerns.
3. **Child labour (outside):** PoC reported poverty as a contributing factor to child labour. Children cannot meet their basic needs including food (preferred type), clothing, and hygiene related needs. Such a situation force them going out of the camp to look for work. While out of the camp working they encounter different abuse from perpetrators including beatings, not being paid and forced to return to the camps.
4. **Child labour (at foster family setup):** PoC from Adolescents’ boys mentioned child labour at homes as a protection challenge. In particular, caregivers, assign separated children with excessive work than that they assign to their biological children. They engage them the whole day and not allowing them to go to school.

5. **Early pregnancy among adolescents:** PoC mentioned poverty as the key driver linked to early pregnancy. Adolescents girls with unmet needs including clothes, hygiene related materials like soap and sanitary towels are vulnerable to men/adolescent males who allure them into sexual relations, leading to pregnancies.

## Education

1. **School dropout:** PoCs mentioned that poverty was the main cause of school dropout. Families unable to meet needs of their children including school materials like clothes, shoes, books through assistance they receive from humanitarian agencies, engaged children in different activities, sometimes, outside the camp to supplement their basic needs. As the humanitarian assistance, including food, is not enough, they need supplementary items like salt and green vegetables for their nutrition needs. Children are also engaged in collection of firewood essential for cooking.
2. **Congestion in classrooms:** Overcrowded classrooms was cited as one of the reasons for school dropout.
3. **Sanitary material:** Adolescent girls, proposed provision of sanitary materials (soap, pads and underwear) to address the challenge as they were not going to school during menstrual days.
4. **Physical punishment in schools:** Physical punishment in schools was another protection risk that both male and female children aged from 10 – 13 years reported. It is a cause for school dropped out.
5. **Lack of optical services:** PoC especially children, both male and female aged 10 – 13 years and adolescents mentioned lack of optical services as a challenge as it caused dropping from school, especially for children with optical related challenges.
6. **Use of alcohol and misconduct by teachers:** Teachers' misconduct was mentioned by PoCs as a problem leading to school dropout. It was reported that some teachers went to school drunk, and mistreated children in classes under the influence of alcohol.

## Support to Person with Specific Needs

1. **Discrimination and non-prioritization of PSNs:** This issue was raised by PoC that because of physical conditions of PSNs (old age and disability), miscommunication/language barriers cause limited access to services to PSNs.
2. **Witchcraft accusation:** Witchcraft accusation as the result of old age and physical disability.
3. **Poor visibility and lack of source of light:** Poor visibility at the home environment for PSNs during the night due to lack of community lighting and individual torches for PSNs. The elderly, sick and persons with disabilities have been using walking sticks/rod to access toilets at night.
4. **Forcing PSNs to participate in Community Policing (Rondo):** PoC including PSNs reported to be forced to attend night patrols which puts them at heightened risk due to multiple vulnerabilities such as their physical, psychological, age and emotional status.
5. **Ophthalmological ailments:** POC mentioned it is an outstanding problem. PSNs are suffering from different eye illnesses. PoCs feel that PSNs have not received adequate attention, many cases reported unattended especially older persons requiring corrective glasses and external referral for their medical issues.

6. **Specialized referrals by medical service providers:** PSNs not prioritized for external referrals such as orthopedics and other specialized medical support.
7. **Durable solutions for elders:** POC mentioned that some have been refugee since 1972 as a results of instability. They are unwilling to return to Country of origin due to safety concerns. PSN suggested resettlement and local integration to elders who were displaced since 1972.
8. **Misconduct by incentive workers:** Service providers at different sectors have incentive workers who delay services, stagger referral processes and response in order to demand for bribe.
9. **Shelter for PSNs:** Shelter needs for PSN was highlighted by POCs and also mentioned that due to inadequate and improper shelter the sick, elderly or physical challenge PSNs are exposed risk of injuries and security issues. Also mentioned was privacy and potential conflicts for single women and women at risk, when two families not related to each other are put in one T shelter.

### Community Based Protection

1. **Inadequate feedback:** POC mentioned that there is limited feedback by service providers on the concerns expressed by the community. Zone leaders need support from services providers to attend zone and town hall meetings and provide feedback on timely bases. The Partners/service provider response and feedback is not timely.
2. **Lack of access to tele communications devices:** PoCs mentioned that due to the different levels of leadership structures in the camps, the POCs mentioned village leaders are not provided with phone that enable them to communicate emergencies. They have to walk long distance to access phones with zone leaders.
3. **Inadequate safety and working gears:** It was reported by PoCs that community leaders do not have umbrellas, raincoat, gumboots, stationary, field bags, torches, whistles and offices space where the POCs can formally meet and talk in privacy currently they visit their homes which is not conducive both for leaders and POCs.
4. **Lack of shades/shelter for large community meetings in camps:** PoCs reported the need for shades or close place where zone leaders and Town Hall meetings take place without being exposed to the elements.
5. **Inadequate Dignity/Sanitary Kits:** The PoCs mentioned that there are insufficient sanitary kits caused by distribution uncertainties, quality of the sanitary towels and soap. Inadequacy in some of the items mentioned by POCs includes underwear sizes, underwear quantity, pads and sanitary towels with schools going girls preferring more reusable pads and sanitary towels.
6. **Improvement of communication and feedback mechanism with communities.** This should be improved through brochures, posters, banners, internal and external feedback mechanisms, i.e. public announcement systems, meetings such as Town Hall and Zone Leaders Meetings.

## Shelter

1. **Leaking shelters:** POCs reported many leaking shelters due to dilapidated plastic sheeting which has not been replaced for a long time. Additionally, some transitional shelters have no roofing due to unavailability of construction materials. RHUs leak especially during rainy season.
2. **Small shelter designs:** POCs mentioned that the shelter designs are small due to insufficient plots, and growing family sizes leads to a lack of privacy for the PoCs.
3. **Conflicts from sharing shelter:** POCs mentioned that conflicts in shelters occur particularly amongst bachelors sharing shelters. Once some bachelors have established families, conflicts tend to occur due to lack of privacy.
4. **Inadequate shelter construction materials:** The PoCs mentioned that they receive limited construction materials, experienced distribution delays, found low quality of construction materials such as timber, door locks which are worn out due long exposure to the elements.
5. **Insecurities due to delays in completion of community driven construction:** Unfinished community based shelters is associated to delays in distribution of construction materials, such as lockable doors, windows and roofing. PoC's properties are not secure and in some instances this has contributed to school dropouts for children, SGBV cases and theft among others.

## WASH

1. **Inadequate water storage containers:** POCs stated that there is inadequate water storage containers such as buckets, jerry cans that has contributed to poor personal and domestic hygiene, and also time consuming for PoCs who have to fetch water more than once a day.
2. **Inadequate communal cleaning kits:** The POCs through Key Informant Interviews and during FGDs shared their experiences reporting limited cleaning kits in institutions such as schools, hospitals, distribution centers, markets among other institutions. Latrine cleaning kits distribution has not been done for a long time especially in Mtendeli Camp.
3. **Full pit latrines:** Through FGD, Key informant interviews and observation methods, it was noted that the latrines are full. This is due to multiple use of family pit latrine including for bathing.
4. **Lack of adequate child and barrier free/ universally accessible latrines:** PoCs mentioned that there is lack of enough child and universally accessible latrines which contributes to open defecation in communities and may lead to diarrhea and communicable diseases. Older persons and persons with disability are exposed to unfriendly facilities, which are constructed without consideration to their specific needs. This is applicable for community latrines and also facilities offered by different service providers.
5. **Inadequate water supply:** PoCs cited issues related to water shortage related to theft of taps, water rationing, and distance of the tap in some zones.
6. **Lack of enough soap:** During the key informant interview it was mentioned that inadequate quantity of soap is provided to PoCs and soap distribution is below the required standard. PoCs have access to 250g instead of 450g per month.
7. **Conflicts in shared latrines:** PoCs reported conflicts due to shared latrines due to the locking latrines by some families, especially at night, poor usage of latrines and insufficient latrine facilities around their houses.



## Health

1. **Long waiting time at the hospital:** PoCs mentioned people are not attended to in time at hospital, there is long waiting time for patients.
2. **Delays in Medical referrals:** PoCs mentioned that unnecessary/ unjustifiable delay of medical referrals to the referral hospital, e.g. Bugando Medical Centre (BMC) sometimes resulted in death or disability.
3. **Unsatisfactory medical care:** PoCs expressed that the medical care services given at hospitals are not satisfactory, aggravating their medical issues and leading to frustration and disappointments.
4. **Shortage of staffing at hospitals and health posts:** PoCs mentioned that staff at health centers are not enough compared to the patients attending per day.
5. **Insufficient of medicines:** PoCs mentioned that the medicines required for their treatment are not sufficient at health facilities.
6. **Insufficient Ambulance:** PoCs reported that they are unable to access ambulances during emergencies because the service providers do not have enough in the camps to meet the POC's needs. It was also reported that ambulance services bias against women as they cannot have influence to convince the service providers of their needs compared to men.
7. **Children are ignored/deprived of medical services:** PoCs mentioned that children are sometimes mistreated especially when they attend hospitals without parental escort. Lack of syrup for children, who are otherwise they are given tablets.
8. **Lack of specified medical services (Dental services, Optical service):** PoCs mentioned that large population above 40 years of age have dental and eye sight issues due to lack of those services in camps.
9. **Caretakers are not included always with patient during referral treatment:** The PoCs mentioned that sometimes during referrals care takers of the patients who are taken for referrals are not included in the travels.
10. **No emergency support:** PoCs mentioned that at the time of health emergency care and support, they struggle for medical response on timely basis.
11. **Maternal care:** Some PoCs experienced limited special assistance during labour, instances of abortions due to inadequate health awareness and inadequate knowledge on medicine prescription given to them.
12. **Use of blankets used to cover dead bodies:** PoCs mentioned that they witnessed blankets sent to the mortuary are not being properly cleaned, they are being sent back to the ward for use by admitted patients.
13. **Inadequate food for patients who are taken for referrals:** PoCs mentioned that when they are taken on referrals they struggle to get food; at times food is available and other times unavailable. Unavailability /lack of special diet for special patient like suffering from ulcers etc.
14. **Shortage of female medical staff:** PoCs especially women and girls groups mentioned that, female medical staff are not enough, as the results, women have limited space to express their medical concerns coming out due to domestic violence or any forms abuse caused to them. Moreover, PoCs mentioned that they feel uncomfortable being attended by male medical workers especially when they are pregnant.

## Food and Nutrition

1. **Request variety in food basket and food not sufficient:** PoCs mentioned that they are receiving the same type of food with little variety and also the food distributed is not sufficient for the family. PoCs also complaint about the low quality flour, the maize meal served to refugees in Mtendeli is sometimes semi-rotten, with roundish white balls, particles and other maize remnants substances. Apart from possible health hazards, the sieving reduces the food quantity. They further reported that the lack of food variety leads to malnutrition and illness associated with being sickly and old age.
2. **Food storage is very poor at homes.** Food get spoiled because of dust, rain water and rodents at their homes not enough containers for food storage.
3. **Reduced coping strategy:** PoCs mentioned that parents are forced to trade NFIs distributed to supplement other needs, e.g. provision of oversized clothes which parents end up selling and children are left with nothing.

## Livelihoods

1. **Shortage of basic needs (supplementary food):** PoCs mentioned that they need common market in order to get vegetables and other perishable food stuff and they also able to gain some livelihoods opportunities there.
2. **Limited access to livelihood activities:** PoCs mentioned that there are limited opportunities and training on specialized skill towards self-reliance were available in camp
3. **High inflation rate:** PoCs stated that there has been increased of prices of food and utilities in the camps making it difficult for them to diversify their livelihood options.
4. **Challenges faced refugees during market days:** PoCs mentioned that they face many challenges on the market day such as security, access for person with disability, harassment by community watch team and some police during the common market day.

## Energy and Environment

1. **Firewood provision:** PoCs mentioned that firewood is a long standing issues and still they experience challenges with regard to accessing alternative cooking energy.
2. **Challenges related to access to firewood:** Due to shortage of firewood inside the camps, refugees have to move outside the camp to collect firewood. Incidents of rape and attempted rape were reported during firewood collection. Physical assault/ torture-by the police, host community or government forest officials- facing refugees who go outside the camp to collect firewood.. At the same time they are caught by REDESO when cutting trees.
3. **Fire wood and cooking stoves for elderly and other PSNs.** The firewood provided by REDESO to elderly people/ PSN are too big to fit in the cooking stoves. At the same time other PSNs have to go to the forest to collect firewood because they are yet to be identified and registered as PSNs in system.
4. **Environmental destruction:** activities that cause deforestation and bushfire include charcoal burning, due to high demand of charcoal, shelter construction, animal keeping as well as farming activities.

## Repatriation

1. **Voluntary Repatriation:** POCs mentioned that some refugees go to the host communities as a coping mechanism. UNHCR was requested to give seminar to refugees about repatriation process and to learn on the causes of the re-returnees. Many refugees are reluctant to repatriate because of the political instability in Burundi and have requested UNHCR to give an update on the security status in Burundi which will help refugees make an informed decision regarding repatriation. Also PoCs requested government of Tanzania to keep on hosting them until the situation in Burundi became stable for repatriation and UNHCR to help them to go to a third country .
2. **Withdrawal from volrep:** PoCs mentioned that some PoCs withdrew their names from the repatriation process for multiple unforeseen situation, but UNHCR has not removed their names from the returnee list. Sometimes some returnees are waiting their crops to mature or recover loans advanced to others. Suggested UNHCR to remove their names from appearing on the posted repatriation list, when requested.
3. **Delay to be put on the VolRep travel manifest:** PoCs mentioned that as the results of receiving country priorities per region some PoCs requested that they should be immediately supported to return upon registration but their departure is delayed. Delaying of the list after registering for voluntary repatriation is another challenge which need to be solved by UNHCR.

## Host Community

1. **Banditry:** According to the focus group discussion conducted in the host community, they have revealed that highway banditry in Kibondo and other areas surrounding the refugee camps was because of reported high level possession of guns by some refugees. It was reported that some bandits were identified to be refugees who fled with guns.
2. **Business between host community and refugees:** PoCs and host community members mentioned that business has grown because of opening of the common market near the camps, boosting their livelihood activities. Before the presence of refugees, the host community used to walk long distances to sell and buy products.
3. **Land compensation:** Host community expressed their dissatisfaction over the camp extension to accommodate refugee population that caused the local community to be evicted. In comparison, the host community mentioned buying another land or hiring land for agricultural activities is not sustainable some feel that the compensation paid to them was not properly calculated.
3. **Deforestation:** Host community mentioned that deforestation (cutting trees) due to economic activities such as charcoal making, firewood collection, and agricultural activities such as home gardening to get extra food.
5. **Incomplete projects in host communities:** The host community mentioned that the wells that were drilled in the villages surrounding Kasanda ward were never completed. They have no capacity to complete the projects.
6. **Support on developmental project at host community:** Host community members demanded more development in the host community in terms of wash, sanitation and support to PSNs, livelihoods, NFIs to improve their shelters.

## Recommendations

### Protection

- 1. Shift the camp location:** The PoCs proposed to move the camp to another location away from the Burundi border in order to avoid illegal movement, however PoCs themselves admitted that is very complicated, expensive solution and not feasible recommendation at this stage but in terms of safeguarding their lives and enhance security they find it important suggestion.
- 2. Resources allocation and age restriction required at Rondo team:** The community proposed and also recommended that Rondo members to be given efficient tools, such as gumboot, rain coats and torch. Also a policy must be spelled out clearly, who should be on Rondo team, they proposed abled body adults, strong and alert people to address comprehensive and collective protection needs through community involvement and ownership. Children and elderly, sick and disabled must be excluded from Rondo duty.
- 3. Information sharing by Police with Community leaders on arrest and detention:** The PoCs proposed that their respective community leader should be notified by police in order to provide feedback to the respective families after arrests are made.
- 4. Streamline complaint mechanism at Police station:** PoCs proposed to enhance compliant mechanism at police station. PoCs further proposed that at police station a system should be establish where everyone have easy access and not to depend only on camp representatives. MHA and UNHCR may work closing to build the capacity of police in this regards.
- 5. Registration of un-registered Burundi's:** PoCs both refugee Community and host community proposed that MHA and UNHCR to make follow up on unregistered refugees to register. The refugee choose to remain silent on identifying the unregistered refugee due to security concerns. MHA and UNHCR to make follow up on registration of all refugees who are in camps, it will streamline repartition and security incidents for which refugees get the blame and easy to trace who is involved in unlawful acts.
- 6. Review camp exit policy:** PoCs proposed system may establish by MHA and UNHCR to establish effective and supportive permit procedures in order to avoid illegal movement by refugees to meet their needs outside camps to address their urgent needs assessment.

### Gender-Based Violence

- 1. Coping strategies for collection of firewood by community:** Men escorting women and monitoring security in the firewood collection areas was mentioned as one of the community capacities. Travel within the camp in groups was another community capacity as well as community proposed escorting of survivors to the police, hospital and to psychosocial support services. as
- 2. Explore alternative sources to firewood collection issues:** Proposed solutions by PoCs to the problem are energy saving stoves, installation of briquette machines in each zone and taking strong legal measures against perpetrators by stakeholders.
- 3. Increase number of female medical staff:** PoCs especially women and girls groups mentioned that they want female medical staff to open up with their medical concerns coming out due to domestic violence or any forms abuse caused to them. Moreover, PoCs mentioned that they feel uncomfortable being attended by male medical workers

especially when they are pregnant. They proposed recruitment of more female medical workers

4. **Legal action against perpetrators and awareness campaigns on SGBV:** Both host community and refugees recommended to take strong legal measures against perpetrators and that children should be oriented on child protection/life skills including reporting of incidents. PoCs agreed that early pregnancies/early marriage surfaced as a serious problem in the camp. They proposed for community leaders including SGBV committees to conduct awareness campaigns that discourage such kind of behavior.

### Child Protection:

1. **Encouraging society and service providers on engagement of children at multiple forums:** PoCs suggested more engagement of children at every forum with adults need to be ensured, which would enable them to present their views on issues that affect their lives.
2. **Awareness campaign to parents and foster parents:** PoCs especially children and adolescent proposed that parents/ caregivers/ foster parents may provide them with space to speak out their views on family matters at home including children related concerns. This needs awareness campaign in camps.
3. **Measures taken to avoid child labour:** PoCs proposed that while out of the camp working children and adolescent encounter different abuse from perpetrators including beatings, not being paid and forced to return to the camps. Community leaders could conduct awareness campaign to children and adolescent on adverse effects of child labour. Furthermore, they proposed including adolescent boys and girls in livelihood programs, change of food, and provision of clothes, school materials, shoes and enrolling them in vocational training to learn different skills.
4. **Engaging parents and caregivers on parenting skills:** PoCs proposed at family setup engaging parents and caregivers on parenting skills on being humane and placing victims to alternative care when identified or reported.
5. **Planning for out of school children:** PoCs mentioned to address adolescent issues it is proposed there is need to engage them into youth activities including livelihood and vocational training that would help address the problem. They proposed also having life skills programmes among school and out of school adolescents.
6. **Reproductive Health education:** Orienting parents/caregivers on reproductive health of their children to avoid unwanted pregnancies and health hazards.

### Education

1. **Increase supplementary items in food Basket and livelihoods opportunities:** All PoCs groups mentioned school dropout as a protection risk. The PoCs proposed that pupils are given supplementary food as an incentive, many will stay in school and avoid child labour. Additional proposed solution was to engage families in livelihood activities.
2. **Alternative energy source to replace firewood:** Children engaged in collecting firewood and missing school attendance is alarming all PoCs groups suggested that the provision of energy saving stoves/gas stoves to all families in the camps would help address the challenge.
3. **Support from neighbors and community:** PoCs from the group of adolescent boys and unaccompanied children were of the views that adults in the neighborhood could help them cook while they are at school as sometimes they had to drop from school to collect firewood and cook for themselves. This proposal requires community representatives to engage the larger community to support the idea.
4. **Construction of additional classrooms or school tents:** Congestion of classrooms PoCs proposing construction of additional schools/rooms to address the problem of

congestion of classrooms. This was as well proposed during key informant interviews also.

5. [Employment request for additional teachers](#): PoCs recommended that employing additional teachers will improve the education system.
6. [Regular supply of sanitary material for girls at school](#): Adolescents' girls, proposed provision of sanitary materials (soap, pads and underwear) to address the challenge as they were not going to school during menstrual days.
7. [Awareness campaign on corporal punishment at school](#): PoCs proposed orienting teachers on the adverse effects of corporal punishment by education service providers.
8. [Support to Children with disability](#): PoCs requested supporting children with eye glasses to be able to continue with school. Similarly, they requested support on mobility gears, especially pediatric wheel chairs for physically challenged children.
9. [Ensure regular Teacher parents meetings](#): PoCs recommended that parents and teachers association to meet regularly, discuss issues and find solution together.

### Support to Person with Specific Needs

1. [Strengthening the mechanisms to prioritize PSNs at all service deliveries](#): PoCs and PSNs recommended for strengthening the mechanisms to prioritize the treatment and services of PSNs, especially to PSNs with difficulty in hearing and mental impairment at food deliver and medical response.
2. [Provision of training to PoCs](#): The PoCs suggested provision of trainings on attitudes and perceptions to and community support to PSN. 3. [PSNs requires support from Police on witchcraft accusation by community members](#): PoCs suggested that police be involve frequently to investigate and take actions rather than community taking action by itself on witchcraft cases to ensure protection of the alleged PSN.
4. [PSNs suggested additional supplementary food basket support/cash grants/solar lamps/income generating activities](#): PoCs and PSNs suggest provision supplementary food basket support due to their medical issues/cash grants/solar lamps/income generating activities for PSNs. Especially cash grants to PSN to support for additional food basket and to meet daily needs of life.
5. [Durable solution for elders](#): PoCs suggested durable solution to elders who have been refugee since 1972 as a results of instability and are unwilling to return to Country of origin due to safety concerns. PSN suggested resettlement and local integration to elders who came since 1972.
6. [NFI's distribution](#): The PoCs suggested the distribution of NFI's to all should frequently conducted as the NFIs wear and tear from time to time.
7. [Control fraud among incentive workers](#): PoCs suggested that the all agencies, who deal with PSNs providing services should conduct investigation and list down criteria using to register PSNs.
8. [Updating PSNs status in the registration database](#): PoCs suggested to update the status of PSNs in the registration database and all agencies should insist on code of conduct to its staffs. It was recommended that all PSNs must be verified in order to streamline the services to PSNs and non are left out.
8. [Welfare and streamlining PSNs support throughout the operation](#): PoCs mentioned that though there are some follow up done by agencies on PSNs still PoCs are proposing that, UNHCR in partnership with other agencies must ensure that services are provided to only targeted and verified PSNs. PSN list should be separated with adult and children groups, all PSN with large family size should be give first priority and addition ration



during service provision. PSNs are insisting to responsible agency to conduct community awareness to all community on the issue of PSNs.

### Community Based Protection

1. **Strengthening feedback by service providers:** The PoCs recommend that partners may get active to provide feedback to community and follow up issues raised by community. Ensure the presence of services provider at all forum of community engagement like zone and town hall meetings.
2. **Provision of mobile phone for village leaders:** PoCs groups recommended provision of mobile phones to village leaders to be connected with community in emergency.
3. **Improve information dissemination to the community:** Spreading of the information via suggestion box, help desks and posters should be improved and added to facilitate the spread of information within the community.
4. **Supply of working gears to community leaders:** PoCs mentioned that all necessary working gears may be provided to community representatives, like umbrella, raincoat, torch, stationary, office space and construction of shades for mass meetings.

### Shelter

1. **Awareness raising sessions of RHUs user and facilitation of Transitional Shelters constructions.**
2. Relevant partners should conduct **frequent shelter surveys and maintenance activities**
3. UNHCR should provide **shelters based on family size.**
4. UNHCR should **invest in Transitional shelters** because emergency shelters are much exposed to theft and security incidences.
5. **Bachelors should be provided with individual shelters.**
6. **Timely provision of required shelter construction materials.**
7. **RHU owners should be provided with kitchen.**
8. **Awareness campaign in community** how to use windows installed in RHUs.
9. UNHCR should provide **masons training** to provide technical support of roofing and walling.
10. UNHCR should provide **vocational trainings to communities on construction and repairs.**

### WASH

1. **Conflicts resolutions for family sharing latrines** by community and service providers campaigns.
2. **Relevant partners to provide cleaning kits** in public institutions such as schools, markets, hospitals among others.
3. **Prioritization of soap** according to groups such as women with infants, school going children, people with special needs, i.e. chronic diseases.
4. **Frequent replenishment of NFIs** such as storage containers, handwashing facilities (tippy taps) to replace the worn out facilities.
5. **Frequent distribution of sanitary materials** for women considering the distribution of disposable pads to school going children.
6. **Distribution of soap according to the required Sphere standard of 450g.**

7. Construction of family latrines for each household considering the separation of latrine and bathing shelter.
8. Timely provision and adequate distribution of construction materials for community based latrine construction.

## Health

1. Speeding up medical referrals and give feedback to PoCs in case there is technical delay. Feedback mechanisms should be improved in the referral systems.
2. Suggested that the blankets/bedsheets used to cover dead bodies should be thoroughly cleaned before being returned for use to the wards.
3. Relevant agencies to provide more blankets and bedsheets at the hospital, and replace the ones that are worn out.
4. UNHCR, health partners to improve availability/restocking of drugs at the camp hospital.
5. Recruit more health staff both nationals and incentive workers including female medical staff.
6. There should be transport/ambulance available all the time irrespective of gender and age.
7. Increase Health information and education awareness campaigns
8. Additional medicine for complicated specific disease.
9. Introducing Medical committees to monitor health services.
10. Medical staffs to be trained on SGBV/PSEA
11. Death report to be shared with relatives for the referred cases
12. Improve communication channels between the health staff and patients.
13. Either IRC or TRCS should be commissioned to deal with referrals rather than having both organizations being involved which makes the process cumbersome with a lot of delays.
14. TRCS to mount solar power to provide light in the Theatre room among other places.
15. To procure more equipment/gadgets for blood sugar testing rather than having one for the whole hospital,
16. Emphasis to be made to health workers to serve the patients appropriately.
17. To distribute mosquito nets to all population
18. Children should be provided with the optical medical services.
20. To provide special diet to special patients suffering from different specific diseases like ulcers.
21. Caretakers, and should be allowed to accompany when a patient is being referred for further follow-up to assist the patient during travel and at the hospital.

## Food and Nutrition

1. Families should be allowed to cultivate for income purposes and also to diversify their diet.
2. Relevant agencies to include other varieties of food such as rice and yellow maize meal.
3. To change the variety of food distributed at least twice a year.

4. To continue **supporting PSN at distribution centres** and monitor their food rations.
5. **Additional food ration.**
6. **Yellow maize** which was being distributed in the past is very much preferred and recommendable.
7. Families **to be provided with big plastic container [Diabase]** with cover lid in which they can be able to store all food items received thus avoid contamination from the dust, water leakage from the roof and rodents. To distribute buckets specifically for **food storage.**
8. Alternate distribution of **beans and green peas**
9. **Nutrition awareness raising**
10. **Service providers should distribute nutrition programmes on time to avoid women spending the whole day at the distribution centres.**

### Livelihoods

1. Design livelihood activities that should **support capabilities, assets (including material and social resources)** and activities required to provide the means of living of PoCs.
2. **Market analyses must be conduct** to current situation and that should be feasible for products produced as a market system is a multi-function, multi-player arrangement comprising the core function of exchange by which goods and services are delivered and the supporting functions and rules and regulations are set which benefits both refugees and host communities.

### Energy and Environment

1. **Domestic energy:** Take steps to ensure that, as far as possible, all domestic energy needs are met by the distribution of stoves, fuel, and solar lamps. The situation should be reviewed after 4-6 months. The aim should be to meet energy needs from renewable sources.
2. **Awareness-raising campaigns:** Draw up and implement awareness-raising campaigns on energy use and the environment. These should benefit host and refugee communities.
3. **Develop a response plan:** Draw a response plan in association with MHA, selected partners and technical services

### Repatriation

1. **Information updates:** Refugee have been reporting the matter to respective agencies and UNHCR such Help Desk to ask more clarification on repatriation.
2. **Seminar on Repatriation:** Also recommended UNHCR to give seminar to refugees about repatriation process, learn on the reasons prompting re-returnees.
3. **Country of origin updates:** Many refugees are reluctant to repatriate because of the political instability in Burundi and also requested UNHCR to give an update on the security status in Burundi, this will help refugees make an informed decision regarding repatriation.
4. Also PoCs requested government of Tanzania and UNHCR **to help them to go in the third country but also requested the Government of Tanzania to keep on hosting them until the situation in Burundi became stable for repatriation.**

## Host Community

1. **Conflict resolution measures:** The resolution of conflicts among refugees and/or between refugees and host communities members must be prioritized. This presents an opportunity to design comprehensive conflict resolution mechanisms that could also ensure resolution for conflicts involving host community members, refugees or organizations working in the camps. Existing feedback mechanisms should be used to identify potential conflict issues between refugees and the host community. These mechanisms include individual counseling sessions, complaint or suggestion boxes, and direct communication channels.

2. **The inclusion of host community members** in different kind of service deliveries, such as NFI, wash, shelter and support to PSNs. Host community also requested for support to address SGBV and child protection issues.

## Annexes

- Assessment Tools