

End of Project Evaluation Report

Kakuma Community Voice and Action (CVA) Innovations Project

Project Period: FY2018 - FY2020

World Vision Kenya

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III) AFFIRMATION

“Except as acknowledged by the references in this report to other authors and publications, the information contained herein consists of our own work, undertaken to evaluate the World Vision Kenya Social Accountability Programme in Refugee Context. Primary and secondary quantitative and qualitative data collected throughout the survey remain the property of the communities described in this document. Information and data must be used beyond the original purpose and should only be with their consent”.

Hilary Onyango,
(Lead Evaluator)

IV) ABBREVIATIONS AND ACRONYMS

CAS	Chief Administrative Secretaries
CBC	Competency Based Curriculum
COVID-19	Corona Virus Disease-2019
CTD	Commercial Travel Document
CPPTs	Camp Peace and Protection Teams
CVA	Citizen/Community Voice Action
DCA	Dan Church Aid
DRA	Department of Refugee Affairs
DRC	Danish Refugee Council
ECDE	Early Childhood Development Education
FDP	Food Distribution Point
FGDs	Focus Group Discussions
GEDI	Gender, Equality, Diversity, and Inclusion
GFD	General Food Distribution
HI	Humanity and Inclusion
ID	Identity Card
IRC	International Rescue Committee
KIIs	Key Informant Interviews
LGBT	Lesbian, Gay, Bisexual and Transgender
LOKADO	Lotus Kenya Action for Development Organization
LWF	Lutheran World Federation
NCCK	National Council of Churches Kenya
NGO	Non-Governmental Organisation
NRC	Norwegian Rescue Council
RAS	Refugee Affairs Secretariat
RCK	Refugee Consortium of Kenya
RSD	Refugee Status Determination
STD	Standard Travel Document
TSC	Teacher Service Commission
UNHCR	United Nations High Commission for Refugees
WASH	Water Sanitation and Hygiene
WFP	World Food Programme
WVK	World Vision Kenya

V) GLOSSARY OF TERMS

1. **Community** refers to the people who live and perhaps work together; a group of people who share or work towards a common goal
2. **Citizens Voice Action (CVA)**-As a social accountability approach is a self-empowering process provides the opportunity for dialogue between citizens and service providers and engagement. It is applied as a local level advocacy methodology. It is a rights-based approach to development.
3. **Community Voice Action (CVA)**- Derived from World Vision's concept of Citizen Voice Action, it serves to incorporate, integrate, and mainstream social accountability practice into humanitarian action and programming. It emphasizes active participation of service users in ensuring that their rights and entitlements actualise as envisaged under the international law and guidelines of the UNHCR. It acknowledges that refugees do not delegate their sovereign power as is with the citizens electing leaders and therefore may not derive political power to question service delivery. But exist as part of the human community with fundamental rights, needs, responsibilities and entitlement.
4. **CVA Innovation**- This entails modification or adjustment to the recognised or 'normed' process of undertaking activities under CVA approach. It implies contextualisation of the globalised model of application of CVA as a social accountability approach to local realities while maintaining the basic elements and principles.
5. **Decision Maker**- A person/s who have recognized influence on the policy process surrounding the advocacy issue.
6. **Dialogue**- Sustained exchange of views and information that leads to change – this can occur in face to face discussions, via the media etc
7. **Host Government**- In this context refers to the recognised authority with legitimacy to act on behalf of the people of Kenya and the territories within Kenya. Host Government understood as the Government of Kenya (National and her representatives) and the Turkana County Government.
8. **Outcome**-This is the anticipated result of project interventions.
9. **Refugee** -This is an individual or groups of persons who accommodated in a country other than their native country for various reasons such as violent conflict, religious persecution, climate triggered migration, and other causes associated with mass displacement of persons or relocation of an individual seeking asylum. In Kakuma and Kalobeyei estimated that there are approximately 200,000 persons hosted as refugees.
10. **Refugee Rights**- This is application of Human Rights as enshrined in the Universal Declaration of Human Rights (UDHR) and any other recognised international law. In this regard, sections of the Kenya's Bills of Rights in the Constitution of Kenya 2010 would apply.
11. **Refugee Entitlements**- Commitments to provide goods or services that are targeted at actualising, respecting, and defending the refugee rights as humans.
12. **Right-Based Approach**-Acknowledges that poverty is a human rights violation, and that poverty is a root cause of several human rights violations; and that the overall responsibility for meeting human rights obligations rests with the state. This responsibility includes all the organs of the state both at the National Government and County Government
13. **Satisfaction**- Degree of feeling of accomplishment or actualisation of certain targets or delivery of services as was committed or contemplated by law or UNHCR set standards of service delivery.
14. **Scorecards**- These were social accountability tools used to assess the standards of service delivery. The scorecard had rating with 'facial' that presented their state of happiness or sadness with delivery of the services.
15. **Social Accountability**- Efforts of citizens and civil society to scrutinize and hold duty bearers (politicians, government officials, and service providers) to account for providing promised services. Social accountability is enshrined in the universal declaration of Human Rights, the African Charter on Human and People's Rights and the Constitution of Kenya under the County Government Act, 2012 that require mainstreaming of social accountability in service delivery. In context of Kakuma Refugee camp, social accountability sought to enhance citizen participation in governance, resource prioritisation, resource monitoring, and resource management. World Vision used Community Voice Action (CVA) to support networking of agencies, research, learning and capacity-building, information and awareness-raising, and resource mobilisation. It is meant to be integrated into programs, policies, and organisational processes of the refugee community groups, agencies, UNHCR, and host governments.
16. **Standards of Services**- These are measures of service provisions that have stipulated as a minimum to enable the refugee communities actualise their human rights and have acceptable quality of life.

VI) INTRODUCTION

Kakuma CVA Innovations was a three years Social Accountability project (FY 2018 –FY 2020) funded by WV US which implemented in Kakuma refugee camp. The project applied the Citizen Voice Action (CVA), which is a Social Accountability rights-based approach, designed to improve the relationship between communities, service providers and government, to improve services like health, food security and education which impact the daily lives of children and their families.

In pursuit of the improved government implementation of the host country commitments, and access to services through advocacy and Community Voice Action, there were joint meetings and engagements with Kakuma Refugee camp management, inter-agency group, host government represented by Refugee Affairs Secretariat (RAS) and local administrative officers drawn from the Ministry of Interior and Coordination of National Government functions. Such meetings targeted identification of policy implementation gaps during community meetings and strengthening and expanding grievance reporting and response mechanisms. After initial stakeholder engagements, the name ‘citizen’ in the CVA was deemed not to suit the context of refugees and therefore this was revised to ‘community’. The project was therefore implemented as ‘Community Voice and Action’ but retained the abbreviation ‘CVA’. This project leveraged on the World Vision managed project called ‘Empowering Children as Peace builders (ECaP)’ project that targets children in both 21 Secondary and Primary schools in the Host and Refugee communities. ECaP laid a good foundation for CVA as there was also partnership with the Ministry of Education to train Peace Clubs Patrons-teachers and children. There was also already formation of Community Help Desks for Peace Clubs. Additionally, ECaP already began undertaking training and awareness creation for teachers, parents, and children.

The persistent structural and systemic issues raised by the refugees necessitated enacting a pilot social accountability project. The Community Voice and Action (CVA) as tool for enhancing social accountability targeted service provision in the refugee context. More than 60 camp leaders trained across the camps 1, 2, 3 and 4 and developed 12 CVA working groups with the camp. The focus was to help address issues of concern such as fraud, corruption, and low compliance to the Core Humanitarian Standards (CHS). At inception, the Kakuma CVA Innovations project sought to develop:

1. Platforms for refugee engagement/dialogue with host government officials on improved access to quality services, especially education for children and later extended to Food Distribution, Health, Child protection and security.
2. Refugee-led advocacy, through non-confrontational approaches, to lobby for implementation of host country commitments.

Throughout the three years, the Kakuma CVA Innovation Project facilitated education, empowerment and engagement of refugees and their community leaders to improve access to their entitled services and ensure standards of services delivered as pledged. Further, through projecting their voice, the refugees have sought improvements or modifications in the processes leading to more effective service delivery. Though this was a pilot project, the refugee voices amplified across different sectors and it is increasingly getting strengthened. Participation of the refugees on the issues that affect their day to day needs and the services provided reported as having increased. Though as a service user within humanitarian setting it is not easy to voice your concerns to the service providers because of the state of vulnerability and power dynamics, CVA allowed refugees to share their views about delivery of basic services, present their views in open forums.

The innovation laid refugees as actors in CVA focused on basic public services and the quality, efficiency and accountability and directly engaged the service providers in different platforms. The service providers as stakeholders equally invited to participate and agree on the best ways to reduce complaints, improve quality of services, and to proactively engage refugees and their representatives in the monitoring, and management of resources and services within the camp.

This is an evaluation report drafted at the end of the pilot Kakuma CVA Innovations Project and based on secondary and primary data collected in September, 2020.

I EXECUTIVE SUMMARY

World Vision designed and implemented the Kakuma CVA Innovations project as a pilot for social accountability in refugee context. The Community Voice and Action model seeks to bring together citizens, service providers, local government and partners working in collaboration to improve the quality of services at the local level. The CVA in the Kakuma Refugee Camp context served to enable refugees to engage with service providers; engagement via community gathering; and improving services and influencing policies. At the time of the evaluation, the Refugee Bill 2019 was still in the Kenya parliament having undergone the third reading.

This evaluation report concludes that the CVA Innovations Project largely met the objectives upon which it designed. For instance, the awareness of the community on their rights, responsibilities and entitlements has greatly improved. Level of awareness and satisfaction with the standards of service delivery from agencies was also highly improved. Community reported improvement in feedback sharing from the service providers. This approach has led to improved relationship between the refugee representatives and the service providers and further created a platform for refugees to engage and dialogue with service providers to improve service delivery. The working group meetings contributed to strengthening the existing local community based social accountability structures in health, education, food distribution, security and child protection and consequently improved the community grievance reporting mechanisms.

Table below presents a summary of changes between the Baseline and Endline for the indicators.

Table 1: Summary of Change in Baseline and Endline Study Indicators

	Indicator Description	#	Operationalised variable indicator	Baseline Apr '18	Endline Sep '20	▲%
1	Level of awareness of Refugee rights and entitlements	1.1	Percentage of refugees reporting awareness of their rights as refugees	78%	97%	19%
		1.2	Percentage of Refugees Mentioning at Least 4 of Basic Fundamental entitlements	50%	90%	40%
2	Awareness of standards of services	2.1	Food distribution	60%	86%	26%
		2.2	Healthcare and Health Services	50%	79%	29%
		2.3	Education**	-	88%	-
		2.4	Security	57%	86%	29%
		2.5	Child Protection	31%	78%	47%
3	Satisfaction with the services provided	3.1	Percentage of refugees who are satisfied with services provided	43%	72%	29%
		3.2	Satisfaction with Food Provision Services	24%	65%	41%
		3.3	Satisfaction with Health Care Services	40%	57%	17%
		3.4	Satisfaction with Education Services	44%	84%	40%
		3.5	Satisfaction with Security Services	63%	78%	15%
		3.6	Satisfaction with Child Protection Services	43%	74%	31%
4	Involvement of refugees in service provision	4.1	Percentage of the refugees who feel involved or consulted in the service delivery processes	32%	33%	1%
		4.2	Percentage of refugees satisfied with involvement of refugee representatives in decision making	48%	63%	15%
5	Awareness of host government commitment	5.1	Percentage of refugees who are aware of host government commitments	57%	68%	11%
		5.2	Proportion of refugees who reported being trained or sensitized on commitments of host government	49%	85%	36%
		5.3	Percentage of refugees satisfied with host governments commitments	52%	85%	33%
6	Effective and functional accountability mechanisms	6.1	Percentages of refugees who are aware of accountability mechanisms	16%	21%	5%
		6.2	Percentage of the refugees reporting timely provision of feedback to complaints raised	29%	54%	19%
		6.3	Percentage of the refugees reporting satisfaction with feedback on complaints mechanisms	37%	46%	9%

N/B * means the services that have not been evaluated because they were not focused in the implementation. The implementation was on Education, Health Care and Food Distribution. **At Baseline, there was no definitive figure for awareness on education because the 'chaotic' transition from LWF taking care of Secondary schools to Windle Trust and some fee introduced that did not settle well with the parents.

2 BACKGROUND

2.1 International Refugee Instruments, Kenyan Law and Protection of Refugee Rights

Kenya has ratified several conventions and treaties that deal with refugee matters and above all, their protection and have fully domesticated provision of Section 16 of the Refugees Act 2006. This recognizes refugees and every member of their families and entitles them to rights and obligations as envisioned in the ratified international conventions and commitments. It is imperative to note that by dint of Article 2(5) and 2(6) of the Constitution of Kenya 2010, all the ratified international conventions effectively constitute part of Kenyan law. More specifically, the Constitution of Kenya 2010 in Article IV guarantees fundamental rights and freedoms of the individual, which rights are also applicable to refugees and those seeking recognition as such.

The legal and policy architecture for protection of refugee rights in Kenya although comprehensive and solid, requires institutional or structural enhancements to realize refugee rights. The Refugee Act (2006), provides the legal and institutional framework for protection of refugee rights. The Act makes provision for the recognition, protection, and management of refugees and establishes offices and institutions such as the Department of Refugee Affairs (DRA), office of Commissioner for Refugee Affairs, Refugee Appeals Board and Refugee Affairs Committee among others. At the time of implementation of the CVA project, the National Assembly of Kenya were considering the Refugee Bill 2019 to review and repeal the Refugee Act 2006, to match new humanitarian intervention realities and demands of the Kenya's devolved governance dispensation as enshrined in the Constitution of Kenya 2010. The ongoing process of review of the refugee law already has a Citizen Voice Action (CVA) promise by allowing for consultative forums in refugee management, promotion of cohesion and access to social amenities amongst refugees and the host community.

2.2 Context of Kakuma Community Voice Action (CVA) Project

Kakuma Camp established in 1991 hosts women, men, and children, fleeing conflicts and famine in countries such as South Sudan, Somalia, the Democratic Republic of Congo, and Sudan among others. UNHCR has continued to receive a steady flow of new arrivals from the Eastern and Central Africa borders, and the trend has remained high, the majority being South Sudanese new arrivals. As at 31st December 2019, the population in Kakuma Camp and Kalobeyei settlement combined stood at 193,684, (UNHCR Kenya fact sheet 01-31 December 2019). It is significant to note that World Vision Kenya's, Kakuma General Food Distribution (GFD) project has been in operation since 2013 and conducts distribution of food items in Food Distribution Programme (FDP) 3 and 4 and targeting over 92,500 beneficiaries in a month. It is the largest grant under the Kakuma portfolio. Other grants include Empowering Children as Peace Builders (ECAP), Every-Last One-Transformed Church, Transformed Community (ELO/TCTC) and the Kakuma Citizen Voice and Action (CVA).

To extend the experience of Citizen Voice Action (CVA), World Vision initiated Kakuma Community Voice and Action Innovations Project supported by the World Vision International Fund, and targeted the refugee context. To remain relevant to context and refugee setting suitability, the "Citizen Voice and Action" was renamed to "Community Voice and Action" as the refugees were not citizens but the application principle of CVA remained the same. For three years (2018-2020), this project centred on the application of Social Accountability approaches within Kakuma refugee camp comprising platforms for refugee engagement/dialogue with host government officials, UNHCR and other implementing agencies on improved access to quality basic services, especially education for children; and refugee-led advocacy, through non-confrontational approaches, to lobby for implementation of host country commitments. The Kakuma CVA innovations project focused on enabling refugee-led lobbying of government and service providers for improved service delivery and not the usual direct service provision by World Vision Kenya.

The Kakuma CVA innovations project's goal was to have Kakuma camp and environs enjoy improved services and enhanced voice for refugees.

Table 2: Kakuma CVA Innovations Project Outcomes

Outcome 1	Increased awareness of refugee rights to access services, specifically but not limited to education
Outcome 2	Improved engagement and dialogue between refugee representatives, host government and service providers on education, health, and food security
Outcome 3	Improved government implementation of host country commitments and access to services, especially education for children (via advocacy and CVA)

Some of the highlighted CVA Key achievements include increased confidence by the refugees to engage the service providers for improved service delivery; increased grievance reporting and feedback mechanisms between the refugees, service providers and the government; improved dialogue between refugee local working groups and education, health and Food distribution service providers on provision of quality services in the camp; increased awareness of the refugees on their rights and entitlements as specified in the Kenyan government legal framework; and increased involvement of refugees in decision making. It has been the business of this end-of-project evaluation to examine the extent to which the mentioned achievements have occurred.

3 EVALUATION METHODOLOGY

In carrying out this evaluation, a before and after evaluation design guided and augmenting research process was mixed-methods design. Both secondary and primary data desired helped in extracting information important for enriching the report. The secondary source largely drawn from a desk review and analysis of relevant documents, while the primary sources were through field interviews and focus group discussions with the use of data collection tools in pursuit of the stipulated objectives.

3.1 Research Process

3.1.1 Evaluation Target Audience

The evaluation targeted the following stakeholders involved in this CVA implementation:

- a) Kakuma refugee camp (1 to 4) men, women, and Children (girls & boys)
- b) World Vision Kenya (Kakuma Field Office)
- c) World Vision Kenya's camp partners such as the Refugee Affairs Secretariat (RAS), Lutheran World Federation (LWF), International Rescue Committee (IRC), UNHCR and LOKADO.

Each of the audience categories required a specific data collection process and strategy to maximize on the information gathering. This evaluation undertaken at a time that the World and Kenya was grappling with the outbreak of Corona Virus Disease-19 (COVID-19) pandemic, and Kakuma camp affected. There are several cases reported and therefore safety and protection of the study participants was paramount in consistent with the requirements of the World Health Organisation (WHO), UNHCR, and Kenya's Ministry of Health Guidelines and Protocols on COVID-19 prevention.

3.1.2 Evaluation Virtual Inception Meeting

This was a virtual meeting held via zoom between the consultants and the Kakuma CVA project team and other World Vision Staff. During this meeting, the team highlighted objectives and the methodology, responsibilities, timelines, and mechanisms for undertaking the evaluation agreed upon. The inception meeting that lasted two hours equally agreed on the outputs and how to target and mobilize the audiences.

3.1.3 Inception Reporting and Development of Tools

Following discussions and resolutions from inception meeting, an inception report developed and shared with World Vision Kenya. The report detailed the research methodology, study tools and the defined work-plan with specific dates. The tools used were consistent with the Baseline study though with some modifications to suit new realities. The criteria of evaluation applied to guide the study entailed interrogating:

- a) Relevance – the extent to which the objectives were consistent with beneficiaries' needs and priorities
- b) Effectiveness – the extent to which the targeted project objectives were achieved (or were expected to be achieved)

The evaluation assessed the above in relation to two central broad questions:

- a) What changes / outcomes / achievements have taken place?
- b) How have these changes / outcomes / achievements been brought about?

The evaluation addressed the two questions under the following sub-questions:

Table 3: Key Questions for Guiding the CVA Evaluation

Question	Sub-Questions
WHAT	What have been the unintended and unexpected outcomes of the project activities?
	Who has benefited (men, women, youth) and in what ways?
	Have any changes been achieved in relation to policy / practice / attitudes of decision makers / policy makers etc. in the country where the project is working?
	Have any changes been achieved relating to broader national and international policies, conventions, targets etc. in the county where the project is working?
	To what extent has the achievement of the changes / outcomes been influenced by external/ other factors? To what extent are changes attributable to the project activities?
HOW	CVA is generally applied with citizens. What difference did it make, if any, that the participants were refugees and not citizens?
	Was the approach relevant, where were the gaps, how should it be adapted and improved for the future?
	What were the most effective approaches used by CVA to bring about change? What worked, what didn't and why?
	What overall lessons have been learnt?

Additionally, the tools captured suggestions and recommendations for continued project intervention and scale-up, learning from this evaluation should feed into plans for expansion and scale-up of this project. Learning drawn should apply to inform other projects in similar settings. The evaluation strongly focused on recommendations for improvement relating to the central questions outlined above, and in particular – if and how activities could be adapted to better meet the needs of the target beneficiaries.

3.2 Data Collection Process

3.2.1 Qualitative Method

Desk Review and Analysis of Documents: This process entailed reviewing the project implementation monitoring reports, project activity reports and outcomes, and the published materials on social accountability in Kakuma Refugee Camp by other agencies implementing similar programmes or undertaking some environmental scan on the refugees' participation in actualising their rights and entitlements.

Focus Group Discussions (FGDs): These were employed to particularly assess the current access to and opportunities for refugee representatives, to assess the levels of adherence to standards and accessibility to basic services based on the principles of equity, dignity, participation, and consistency and; to assess the functionality of existing accountability mechanisms. Additionally, the focus group discussions equally assessed the extent to which the refugees' awareness of rights and entitlements improved and what changes in the service delivery especially in food distribution, education and health have occurred.

The study undertook 12 Focus Group Discussions with the target respondents:

Table 4: Participants in the Focus Group Discussions (FGDs)

FGD	Categories	Number	Male	Female	Total
1	Communities of FDP 3	2	8	8	16
2	Communities of FDP 4	2	8	8	16
3	Communities of FDP I	2	8	8	16
3	Representatives of CVA Working groups FDP 3	2	8	8	16
4	Representatives of CVA Working groups FDP 4	1	4	4	8
5	Representatives of CVA Working groups FDP I	1	4	4	8
6	Children of FDP 3	1	4	4	8
7	Children of FDP 4	1	4	4	8
8	FGDs persons disability FDP I&4	2	8	8	16
	Total	14	56	56	112

The study ensured at least one FGD per camp and with a representation of not more than 10 refugees and not less than 8 and constituted of both men and women. Consideration of the camp dynamics as informed by the

Camp leaders and WVK field staff during the process of planning was adhered. Whereas the consulting team led in development of the FGD tools and was coupled with a structured review with WVK field staff and selected camp leaders to determine the appropriateness and clarity of the questions/areas for discussion. This was particularly important given the divergent cultural, social, and linguistic factors in the camp setting. As a child focused agency, the evaluation included a child focused FGD to allow children to express themselves on some of the issues such as the standards of services. This was critical in bringing children’s voice into the process and was important in informing the evaluation indicator benchmarks for the project.

Key Informant Interview’s (KII’s)- The KIIs helped in triangulating the evaluation process and focused on all objectives of focus for the literature review as well as the FGDs. The evaluators developed KIIs guide/checklist and this was strongly informed by extensive review of the literature and project objectives. The evaluators competently employed the Bellwether¹ methodology to have critical policy/standard discussions with senior staff from the UNHCR, relevant government ministries, departments and agencies, selected camp leaders and other partner agencies working on related issues in the camps or in the host community. By applying the Bellwether methodology, critical issues were discussed in an easy and simpler way and within manageable timeframes. The guideline to conducting Key Informant Interviews conducted through zoom or telephone in consistency with the World Health Organisation (WHO) and Kenya’s Ministry of Health (MOH) protocols on COVID-19. This included interviews with Key World Vision Project Staff. Some of the participating agencies were Lutheran World Federation-Djibouti (LWF), Dream Studio, and Refugee Affairs Secretariat (RAS).

Quantitative Survey- The study undertook a quantitative survey with the membership of the CVA working groups targeted across the camps. The estimated CVA membership is around 300 and this was the sampling figure. The quantitative survey conducted between 14th and 18th of September 2020. As outlined in the terms of reference (ToR), the study targeted participants in the selected zones for CVA project activities. The assumption made was that the target population is large and presumably infinite. The sampling formula computed as:

$$n = \frac{Z^2 X p(1 - p)}{\epsilon^2}$$

$$n = \frac{1.96^2 X 0.5(1 - 0.5)}{0.06^2}$$

$$n = 267$$

With a degree of confidence being 95%, margin of error being 0.06, and the assumption of equal chance of selection or non-selection of a target (p=0.5, p-l=0.5), value of z-score is 1.96. then the estimated sample size is 270 persons. To have manageable and representative data, multistage stratified random sampling used to determine the samples for the study. Where the zonal level respondents were the first stage and they formed the CVA working groups and their direct trainees in the blocks formed the second stage. Those found in the public areas such as the market or food distribution points or health clinics also included in the study. In essence, the sampling assumed a quasi-census model in targeting respondents for the quantitative survey.

¹ **Bellwether Methodology** This method developed by Harvard Family Research Project to determine where a policy issue or proposal positioned on the policy agenda; how decision makers and other influential are thinking and talking about it; and how likely policymakers are to act on it.

Table 5: Distribution of Enumerators and Sample

KK 4&3 Camp	Zones Covered	Enumerators	Target Sample
K4	1,2,3	6	60
K3	1,2	4	40
KK 2&3 Camp	Zones Covered	Enumerators	Target Sample
K2	1 and 2	5	50
K3	3 and 2	5	50
KK 1 Camp	Zones Covered	Enumerators	Target Sample
KK1	1 and 2	7	70
	3-4	3	30
Total			300

Gender, Equality, Diversity, and Inclusion (GEDI) Analysis- The evaluation also addressed gender issues as they affect different gender in the refugee camp, particularly about child rights, gender-based violence, roles and responsibilities and access to and control of resources with respect to their respective roles in households, communities, and institutions. Gender barriers in access to services considered and analysed.

In general, all the data collection tools designed, discussed with WVK team as already explained above. While designing the data collection tools, utmost care taken to ensure that respondents fully understood the questions and were not likely to refuse to answer, lie or try to conceal useful information. The tools organized and worded in a manner that encouraged respondents to provide accurate, unbiased, and complete information. The tools therefore, designed in a manner that made it easy for respondents to give the necessary information; and to allow for sound analysis and interpretation of data.

3.2.2 Recruitment and Training of Data Collection Teams

Data collection team members recruited from within Kakuma and trained before commencement of the field exercise. Preference made to persons who have at least Post-Secondary School Education with skills and experience in data collection and report writing. The team leader's role was to lead data collection; train and supervise the data collection teams; and ensure quality assurance of the data collection exercise. The study had 15 enumerators who designated different roles, with 4 designated to conduct focus group discussions, 10 to carry out interviews in the community, and one carrying out coordination, observation, and photography. The block leaders were involved in the mobilisation of the study participants.

The training for the enumerators encompassed a brief overview of the project objectives and social accountability, review of research process and ethics, understanding all the 7 tools of the CVA innovations project and how to engage in the assignment. It also included enumerators practicing how to conduct the interviews and proving feedback. Finally, it entailed organising field work and allocating clear roles for the evaluation.

3.3 Data Analysis

Cleaning and analysis of both quantitative and qualitative data respectively conducted using the Statistical Package for Social Scientists (SPSS) and MS Excel 2019 which are data management and statistical analysis tools with very versatile data processing capability. This further involved a process of making deductions and inferences from data collected. Interpretation of findings, assessing and judging the value of the results followed. Data analysis involved disaggregation of information by age, gender, and geographic location to ensure non-discrimination and elimination of bias.

3.4 Quality Control

Specific measures including adequate screening of respondents taken to ensure that only relevant persons are involved in the study to guarantee quality of data gathered. The quality control procedures included the following;

- a) **Quality of field Interviewers;** identification of knowledgeable interviewers with experience in collecting data in the project area. The Research Assistants trained and facilitated to carry out mock interviews to eliminate any ambiguities, inconsistencies and errors that could have arisen.

- b) **Debriefing**; the team leader continuously coordinated with WVK field team in Kakuma and provided debriefs on progress made in data collection and challenges encountered. This helped address emergent issues in real time.
- c) **Field support**; the team leader took lead in the entire process and provided oversight to Research Assistants during FGDs and conducted KIIs. This ensured that due process followed as required.
- d) **Production of trial listings/extraction of verbatim comments**- Extraction of verbatim comments was done to improve quality, authenticity and bring out the human angle of data collected.

3.5 Reporting and Validation Presentation

The development of the draft evaluation report guided by the thematic areas of the study and the methodology used. The validation of findings done to select stakeholders including project beneficiaries, project partners, Government of Kenya Representatives, and World Vision CVA Project Staff. The feedback from the validation exercise used to generate the final evaluation report. The final report developed in accordance with the guidance by WVK in terms of format, spacing, number of pages and desired content.

3.6 Involvement of staff from WVK

Utmost care taken to ensure that at every stage of undertaking this assignment, the WVK project staffs were fully involved. This was both by way of regular consultation and briefing on the progress of every stage during the evaluation. This included conducting a detailed inception meeting with WVK to agree on the process, methodology, work plan, targeted respondents, and relevant documents for review.

3.7 Ethical Consideration

The major ethical issues in conducting research are: a) Informed consent, b) Beneficence- Do not harm c) Respect for anonymity and confidentiality d) Respect for privacy for other participants. All respondents informed of the purpose of the evaluation, the confidentiality of their responses and the use of the information for the final evaluation report. All participants asked for their verbal consent prior to the interviews, informed their participation was voluntary, with the freedom to stop the interview or not answer questions at any time. No names or forms of identification taken of the respondents or used in this report. The field research team well-trained on the applicable research methodologies, protocols, and ethical best practices (with particular attention to cultural and gender sensitivity). Parents to child participants notified of the involvement of their children in the study and their consent sought.

4 LIMITATIONS OF THE STUDY

Not all targeted key informants reached. During this COVID-19 period, several staff in different organisations were on leave or working from home. The evaluation team were unable to interview some key informants through online means due to poor network coverage and unstable internet connectivity while some could not be reached at all. Therefore, being an evaluation, it was not possible to find replacement for them because the targeted evaluation key informants had directly or through briefings been participating in the Kakuma CVA Project.

Due to bad weather and dilapidated roads, the study enumerators were unable to reach some areas of Kakuma 1 and Kakuma 2, specifically Hong Kong areas (Kakuma 1 Zone 9-12). The study therefore might have missed voices from these areas. However, representatives of CVA in these areas were supported to attend a focus group discussion through a selected enumerator resident in the area.

At the design of the project, there was an over-reliance on log-frame approach as is the norm with World Vision designed projects. This kind of a project requires a results framework such as a 'theory of change' and therefore the evaluation would have benefited from a full outcome harvest (OH) method and Most Significant Change Stories. The evaluator has however, created a hybrid that picks elements of OH and focusing on the Logical Frame Approach (LFA).

5 FINDINGS AND DISCUSSIONS

5.1 Introduction

The primary data collected from 120 participants involved in focus group discussions, 8 key informants and 250 household survey participants. The response rate for the household survey participation was 83.3% out of a target of 300 persons who are members of the CVA committees trained directly by World Vision Kenya's project team.

5.2 Relevance of Kakuma CVA Innovations Project (2018-2020) to Refugees

World Vision Kenya and through the support of World Vision United States designed a three-year old grant project (Financial Years (FY) 2018-FY 2020) set for Kakuma Refugee Camp. The core business of World Vision in Kakuma Refugee Complex has been food distribution services and championing the rights of children in the camp and host communities. In other parts of Kenya, World Vision has supported a wide range of community projects with a focus on education, water, health, and food security among others. The Citizen Voice Action (CVA) has mainstreamed in different interventions and actions of World Vision. Never had CVA applied in the Kakuma Refugee setting despite many years of programming.

The three-year Kakuma Community Voice Action (CVA) Innovations project was unique, timely and piloted:

- i) Platforms for refugee engagement with host government officials and duty bearers on improved access to quality services.
- ii) Refugee-led advocacy, through evidence based and non-confrontational approaches, to lobby for implementation of host country and duty bearers' commitments.

The project overall goal was improving humanitarian service delivery and increased voice of the refugees with the following targeted outcomes: i) increased awareness of refugee rights to access services; ii) improved engagement and dialogue between refugee representatives, host governments and service providers; and iii) improved government implementation of host country and duty bearer commitments and access to services.

Findings show that the community found the project relevant and timely. During focus group discussions (FGDs), the participants unanimously endorsed the activities of the World Vision CVA project. For the first time, the perspective of the refugees on the problems with different agencies was well canvassed and jointly agreed solutions arrived at. For instance, before CVA, the problems in the camp resolved with violence, chaos, and demonstrations. CVA brought civility and the problems were first appreciated by the refugees through their leadership (demand side) and the responsible agencies (supply side). One of the key informants explained the situation of the camp as:

“One time, the Lutheran World Federation (LWF) project vehicle was stoned and windows smashed. The community felt they were let down in the security arrangement of the camp. Now issues resolved in organised manner. The organised agency meetings and the refugee leadership have improved relationships. I attribute this change to CVA”- KII I (17/09/2020)

Different community members benefited from the CVA project. The community was in the dark on how to hold community to account. All the services to the refugees were delivered by respective agencies, but this was now like routine and the quality was significantly deteriorating. The communities felt like they never had rights and thus their entitlements were basically tokenistic. Deliberate education for knowledge and awareness of refugee rights as human rights, standards of service delivery, their participation in decision making and complaints channelling and resolution was fundamental. One female representative of FGD held at Kakuma camp 4 says:

“There were board members of our schools who invited the community members and shared the information they learnt from World Vision on management of schools. This helped the teachers, BoM, and parents, as their relationship and partnership improved on accountability for the school and education entitlements. The learning materials, scholarships, school meal programmes and the infrastructure of all schools were highly improved”. - FGD KK4 (14/09/2020)

A key informant from one of the agencies participating in the evaluation explained thus, “CVA was an eye opener to us as part of school management as well as the community leaders and the beneficiaries we work with”

At Kakuma 2, the mixed-sex group discussion elaborated that though everybody benefited, women had been considered more. For example, the distribution of sanitary towels was normed after people raised their issues during CVA meetings. The food ration was increased with the advent of the implementation of CVA project. Corruption, sexual harassment, and abuse of human rights became minimal for all people in the community. One of the participants specifically highlighted that a lot of benefits was accrued through expanded knowledge on rights and the understanding of the complaints channel. Households equally benefited from good toilet facilities and responsive health care services. Water services were mentioned as improved in the camp. Other participants mentioned the provision of work equipment such as wheelbarrows to help in the environmental conservation and management.

Further respondents from Kakuma 3 highlighted that CVA benefited all including the persons with disability. Key benefit areas were enumerated as improved knowledge of refugee rights, increased therapy services for persons with disability, and improved complaints and feedback mechanisms. Persons with disability were happy with their inclusion in decision making processes. There was creation of space for persons with disability to access food distribution centres. Initially, as the respondents put it, this was chaotic and it was survival for the fittest. The decentralisation of the training of CVA to the zone level was important in deepening knowledge of rights, responsibilities, and entitlements. One of the elders explained that the issuance of alien cards has since been streamlined and he strongly lauded the CVA project for exposing initial shortcomings with the process.

In an interview with a representative of Dream Studio, the evaluation established that the community at large benefited from the CVA intervention. The key informant elaborated that community engagements on issues such as poor access to water helped resolve the crisis as it were then. Women and children are usually adversely affected by crises occasioned by lack of water as they spend a lot more time going to fetch the commodity or standing on lines waiting for their turn draw it. More water was brought closer to them and the timings for opening the water points was expanded to 4 hours from the previous 2 hours in most of the camp areas.

5.2.1 Was the CVA Project an Immediate Need for the Kakuma Refugee Community?

CVA project was considered an immediate need for the community. According to one key informant, needs are enormous and one cannot provide for them at one go. The model from the Community Voice Action by World Vision underscores the importance of checks and balances of all the services rendered by implementing partners. The implementing partners also have gaps because they depend on the proposal they submit to donors and competition for the limited funding opportunities is often stiff such that there is never a guarantee that one would win. Therefore, the community found an opportunity under CVA to articulate their issues and engage in dialogue with the duty bearers for the improvement of services in the camp.

The evaluation found the beneficiaries to be excited with the project. As explained by varied respondents during FGDs, it changed the scenario. It improved the services and goods given to us. This was what they considered a priority. According Children FGD at Kakuma I Zone I, the highlighted things that had improved since World Vision CVA team visited their school.

*World Vision CVA team changed a lot for our school. We had new syllabus text books, pens and rulers delivered to us through LWF. There were new classes built while existing ones renovated. The teachers were also increased. There were additional toilets built in our school. The girls now receive their sanitary pads regularly. At our homes, there some changes such as reduced child labour, improved food ratio, and everybody at home know their rights- **Collected Voices of Children of Kakuma III mostly studying at Lokitaung Primary-15/09/2020***

The students from Kakuma Secondary School however, highlighted that their school had not witnessed much changes. For instance, there were no sanitary pads for the girls. They, however, were optimistic that improved implementation of CVA will improve things even for their school. According to the Education Officer of LWF who are tasked to implement education programmes, there was a shift in the implementation with Windle Trust taking up the secondary education. There has been a mismatch between the number of primary school students transitioning to secondary schools through the government 100% policy. This is overwhelming and with competing interest in resource allocated, there could be some gap in education service delivery. The war in Syrian, the

Rohingya refugee crisis, and the COVID-19 has really impacted on the resources that are dedicated to other refugee camps such as Kakuma. The CVA has however, sensitised the communities on the need to ask for more, get information on key issues affecting the schools, and participate adequately in education issues and decision making,

One of the key informants summarised by saying that CVA may not be a basic need but it is a necessary activity and that the UNHCR should consider institutionalising CVA and ensure that refugee services are of high quality and standards.

5.3 Demographic Representation of the Data

The study was sensitive to gender representation and participation in the CVA project.

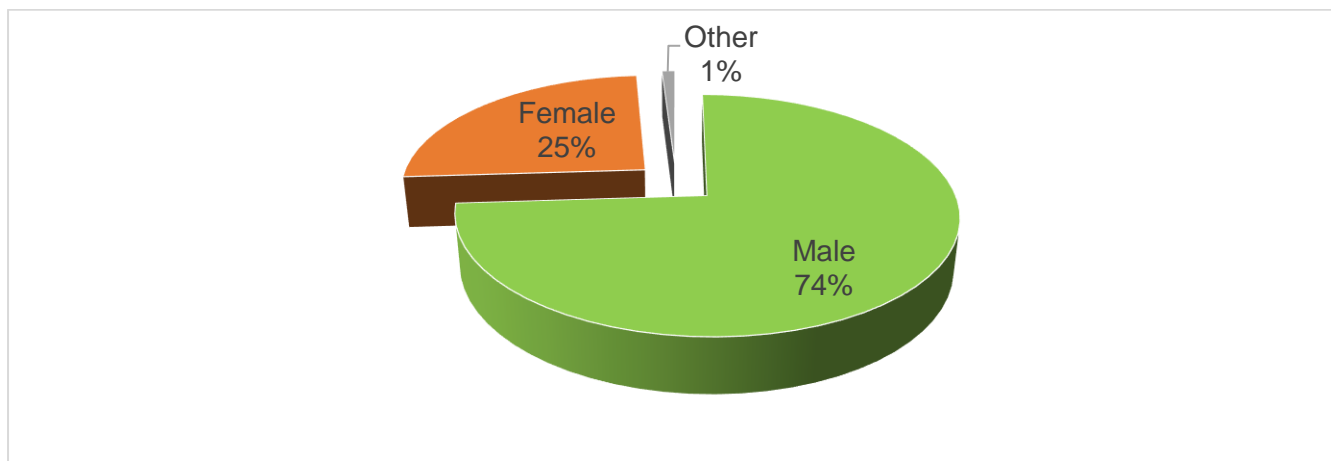


Figure 1: Representation of the HH Participants by Gender

The participants of the evaluation study identified as male accounted for 74% whereas the females were 25% by proportion. Those identified as others only contributed 1% by proportion of total respondents. Whereas the evaluation ensured that females were equitably distributed at all levels, the participation of women was found to be comparatively low. The evaluation discerned that the level of assertiveness of the women is quite low unless they are deliberately included.

The age distribution of the study participated was assessed and reported

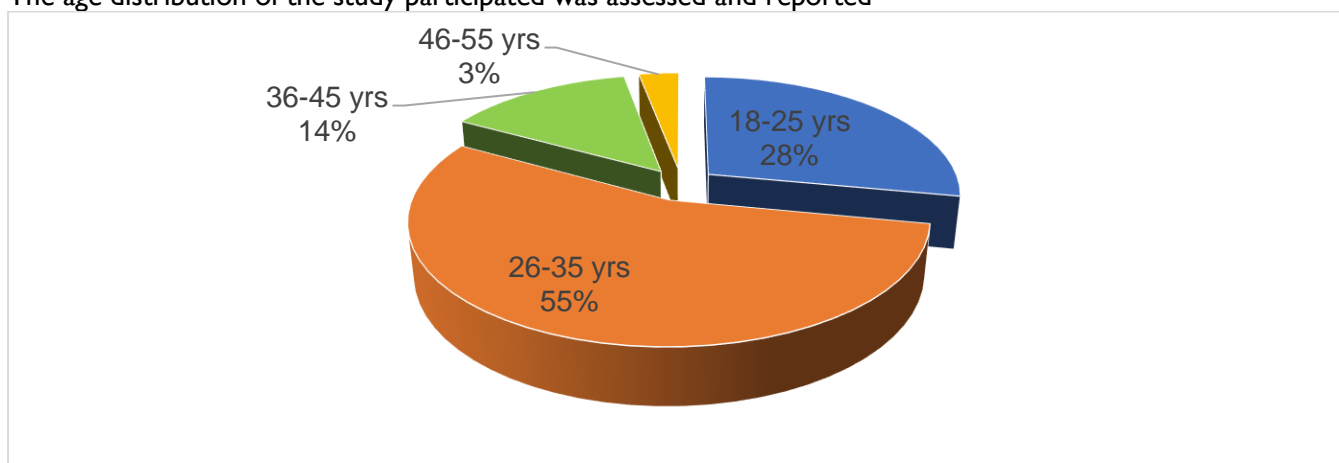


Figure 2: Representation of the HH Participants by Age-Group

Findings show that overall, participants in the evaluation aged 26-35 years accounted for 55%. The cumulative proportion of the youth participants in the project was 83%, constituting the majority respondents. On the other hand, persons aged 46-55 years constituted 3% of respondents in the evaluation. A key informant felt the level of participation by the youth in the project depicted a positive change on their engagement in community development initiatives. He observed that even though the youth have immense energy and exuberance, when it

comes to negotiating or mediating issues, they may not be taken seriously. This is because, in his view, some of the issues require ‘wisdom’ and structured dialogue to canvass with the duty bearers or the service providers.

It is significant to note that the evaluation similarly captured representation of the respondents by their camps of residence. This was important to understand the extent in which CVA was rooted in the target community.

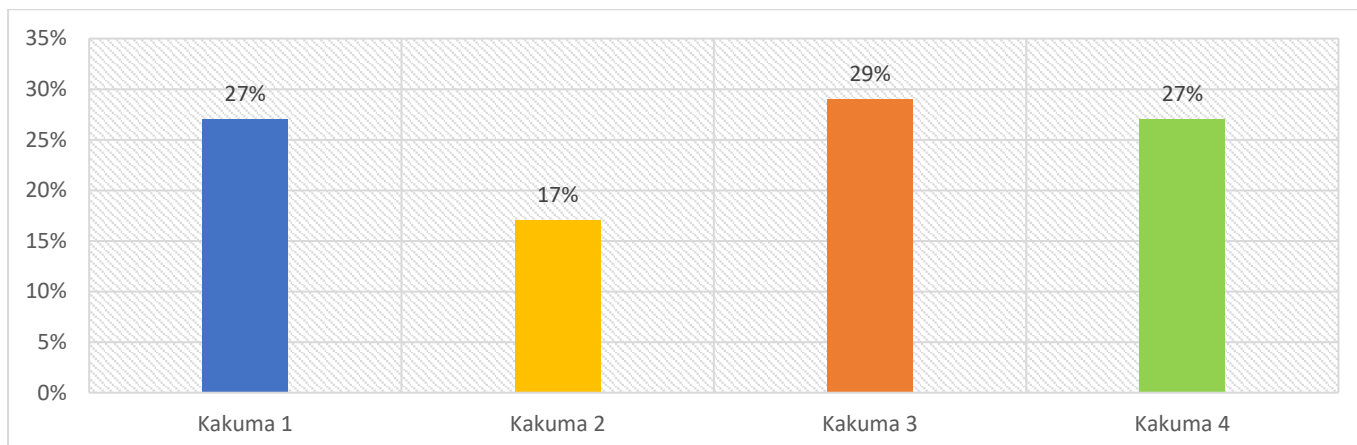


Figure 3: Representation of the Camps in the Study

There was equitable distribution of the participants in the study based on their population and representation in the CVA committees. This was achieved through proportional distribution of the aggregate sample. Kakuma camp 2 had only 17% because of its size of only 2 zones and a lower population.

The duration of stay in the camp was of utmost interest as it helped in understanding the participants’ competency to authoritatively comment or engage in discussions on the Community Voice Action (CVA) project.

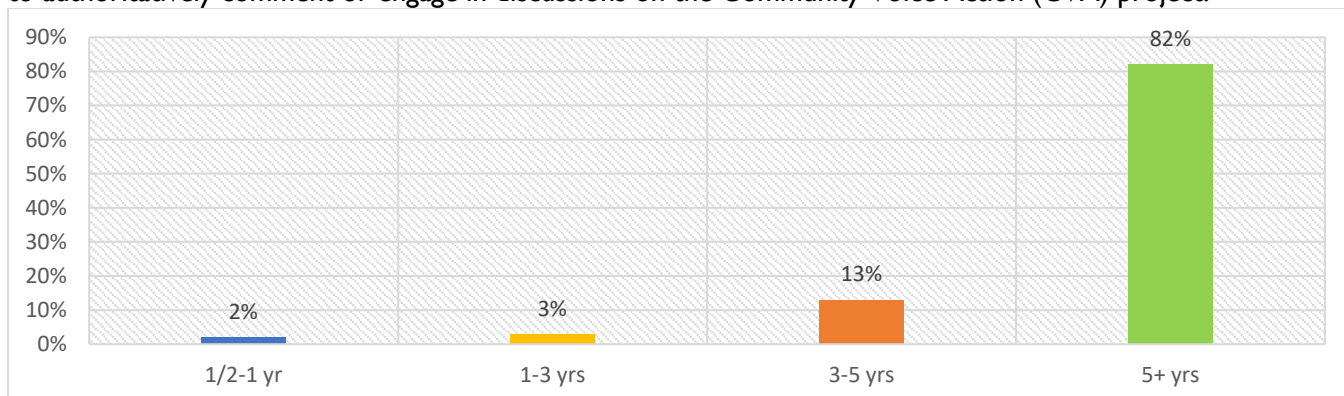


Figure 4: Duration of Stay in the Camp

The evaluation established that participants in the study who had lived in the camp for more 5 years were 82%. This means most of the participants clearly understood the pre-CVA project service delivery situation and understood the project interventions and its outcomes. The evaluation further noted that just about 2% of the participants had stayed in the camp for less than 1 year. Additionally, the evaluators asked participants if they belonged to the CVA Committees within the camp, and in this respect, findings show that 95% confirmed their membership, participation, and commitment to CVA groups within the residential areas.

5.4 Improved Services and Increased Voice for Refugees

This was the envisaged resultant aggregate outcome of the implementation of the Kakuma CVA innovations project. The evaluation established that application of the elements and principles of CVA have been well conceptualised and established to be sustained with other partner agencies effectively participating. The focused services were food distribution, education, health, and extended to child protection and security.

Previously, there was insecurity in the refugee camp and this required to be addressed as a matter of urgency. Through community complaints and dialogue with authorities, some changes were initiated. Firstly, the security services were shifted from Lutheran World Federation (LWF) to Refugee Affairs Secretariat (RAS). In the last one year, the evaluation found, security had improved with the Camp Peace and Protection Team (CPPT) being re-recruited, re-trained and re-oriented on the security functions. During quarter three of 2019 (second year), there was a first partnership of its kind where the Government through the Office of Director of Public Prosecution (ODPP), UNHCR, World Vision and other agencies working in refugee settings organised the Day of the African Child (DAC). It established that later World Vision together with other agencies and the established Community Voice and Action (CVA) working groups organised 'service week'. These events were meant to amplify the voices of the service users (refugees). Another expression of partnership and commitment was of CVA project working together with the UNHCR and LWF in the design and erection of billboards in the refugee camp and which served to communicate, pass information on who, where, and how the refugees can receive quality services. The billboards were set up to support the CVA project to enhance awareness creation and empowerment of refugees on their rights to access education, improved food distribution, health, security, and child protection.

The evaluation found that in the fourth quarter of FY 2019, the CVA project gained substantial support from the Government through the camp management, Education and Food Distribution partners who were moved by testimonies of refugee representatives during CVA's Inter-agency meetings. Increased partnership with host government officials saw the Deputy Camp Manager attend one of the CVA meetings and pledged full support on the implementation of the CVA project activities. Further, it found that there is improvement in the complaints and feedback mechanisms in the camp. This is also evidenced by the Refugee Affairs Secretariat and other partners agreeing to form a Social Accountability Working group which shall comprise of other agencies providing services in the camp. RAS has taken leadership and committed to support CVA in the mobilization of the partners to ensure formation of a strong Social Accountability network that will ensure quality provision of services in the camp. The network could be instrumental in sustaining the efforts as may have been envisaged by the CVA project even as it exits the stage.

The evaluation noted that the CVA project has brought together different existing local community groups within the refugee camp who independently conduct monthly community gatherings to discuss on the Social Accountability aspects on service delivery that are affecting the refugee community. The success was registered through formation of 12 CVA working groups in all the 12 zones within the four camps. During working group meetings, the local community groups from education (Teachers and Schools Board of Management), health (Community Health Promoters) and Food distribution (Food Advisory Committees) converge within their respective zones and deliberate on the possible solutions to the gaps identified in provision of quality services in the camp. The working group meetings have strengthened the existing local community based social accountability structures in health, education, and food distribution, raised and amplified the refugee voices, and consequently improved the community grievance reporting mechanisms. Additionally, the CVA working groups were found to be important in strengthening collaboration and networking among partners in the refugee camp as well as improved engagement and dialogue between refugee representatives and education service providers/implementers.

It can be submitted that the implementation of the Kakuma CVA Innovation project has progressively increased the participation of refugees in their affairs that in turn has increased the voices of the refugees and as an outcome improved service provisions, and enhanced upholding the rights of refugees as humans, as well as ensured they get their entitlements. This could be sustained in the long term through constant awareness creation on rights, responsibilities and entitlements, Core Humanitarian standards (CHS), the 'Do No Harm' principles, Complaints Redress Mechanisms and active involvement in decision making spaces.

5.5 Awareness and Empowerment of Refugee Rights and Protection Services

The evaluation assessed the level of change in awareness of government policies on refugee rights to education, health, food distribution, security, and child protection. In so doing, it recognized the project had targeted strengthening collaboration and networking among partners in the camp. Improvement on awareness and empowerment on refugee rights and protection services was measured through assessing the proportion of community members reached with CVA activities and the proportion of those who have engaged in advocacy with local government officials or political leaders on education issues. The level of change was further assessed through the percentage of community members who could name at least two of the key policy or entitlements.

Figure presents the percentage of refugees mentioning at least four of key entitlements.

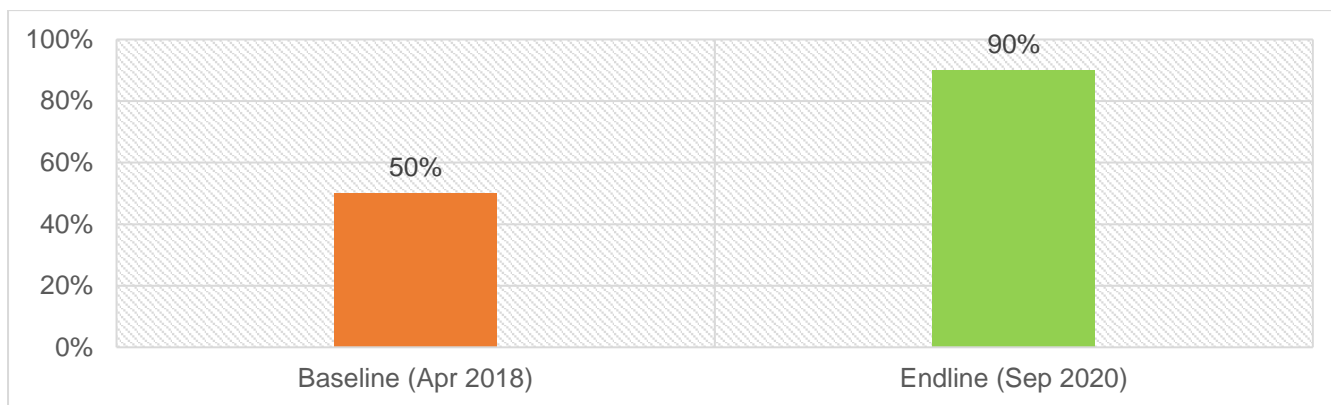


Figure 5: Percentage of Refugees Mentioning at Least Four of Key Entitlements

The findings show there was an improvement in the percentage of Refugees Mentioning at Least 4 of Basic entitlements from 50% at baseline and 90% at Endline.

5.5.1 State of Awareness of the Refugee Rights and Protection

The study examined the level of awareness on refugee rights with respect to the Kakuma CVA Innovation Project.

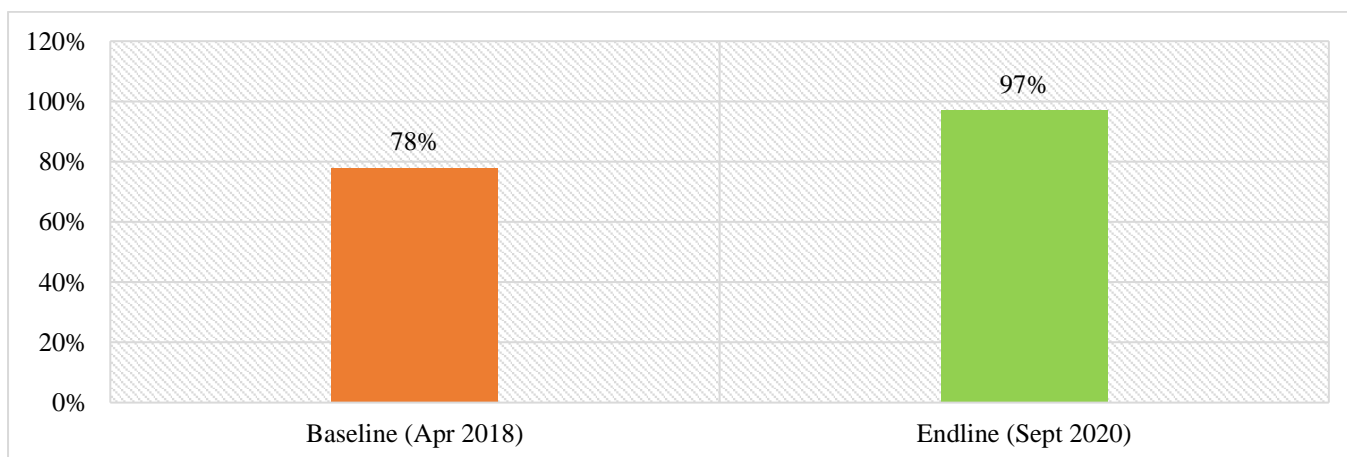


Figure 6: Increased Awareness of the Refugee Rights

At Baseline (April 2018), the level of awareness of refugee rights was set at 78%. After a series of trainings on CVA, ‘Do No Harm’, and refugee rights, responsibility, and entitlements, the Endline value was 97%. This presented an improvement index of 21% and essentially signifies the effectiveness of the CVA intervention.

According to the Refugees Affairs Secretariat (RAS) staff who worked closely with the CVA teams, the refugees to greater extent understand their problems and the challenges in the full realisation of the objectives. The mismatch between the refugee expectations or promised entitlements and what is delivered is a clear indicator that there is need for more engagement with the humanitarian agencies and service providers.

The illustration below shows training and action planning among CVA members of Kakuma I Zone I. This training led to the development of an action plan for engagement with the agencies dealing in education, health care, security provision, child protection and food distribution.



Plate 1: Community Level Training on Community Voice Action (KI ZI)

The awareness and knowledge of the participants in refugee rights through recall.

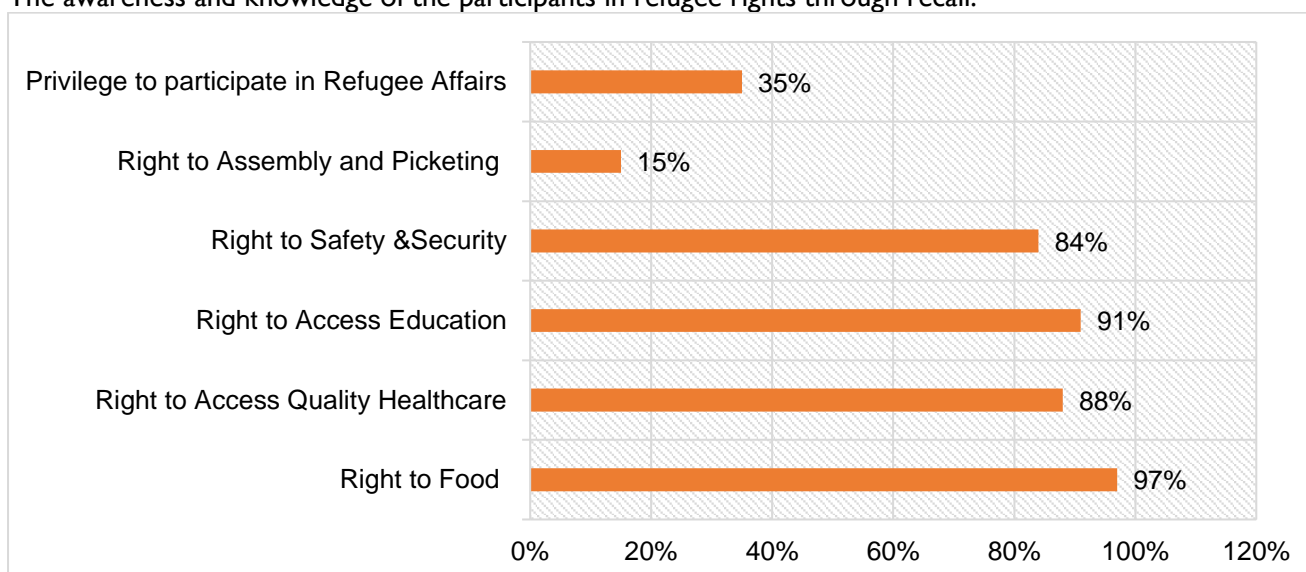


Figure 7: Most Mentioned Refugee Rights and Privileges

Level of awareness on the right to food, right to access quality healthcare, and right to safety and security was 97%, 88%, 91%, and 84% respectively. The knowledge on privilege to participate in refugee affairs was determined to be low at 35%. During focus group discussion at Kakuma 4, the participants expressed that they were aware of their rights and that they found some International NGOs quite resistant to change. For instance, the discussants stated that they tried raising issues procedurally with the International Rescue Committee (IRC) with little success as the reception they received was often cold. The refugees have been able assert their rights and amplified their voice. An outcome from this assertiveness and engagement with the duty bearers was manifested, in their words, through enhanced accessibility of ambulances that is critical for emergency health.

A LWF representative acknowledged the increased level of awareness on refugee rights. He opined that this is evidenced through increased use of the complaints channels they had instituted.

As implementing partners, we, LWF, have the mechanism on how the issues are raised and how they are being managed. In case someone's rights are interfered with, checks and balances are there and the right channel is followed. WVK came as a booster to us and were able to meet a wider community. The services of accountability have been extended to those who never knew about it. People can know what is right for them. They were able to raise issues on how they are receiving services from all the implementing partners within the Kakuma and Kalobeyei areas of operation- Excerpt from Interview with LWF Education Officer

5.5.2 Level of Awareness and Satisfaction with the Service Delivery Standards

This sub-section presents the level of awareness and satisfaction of the refugees on the service delivery standards within Kakuma Refugee Camp.

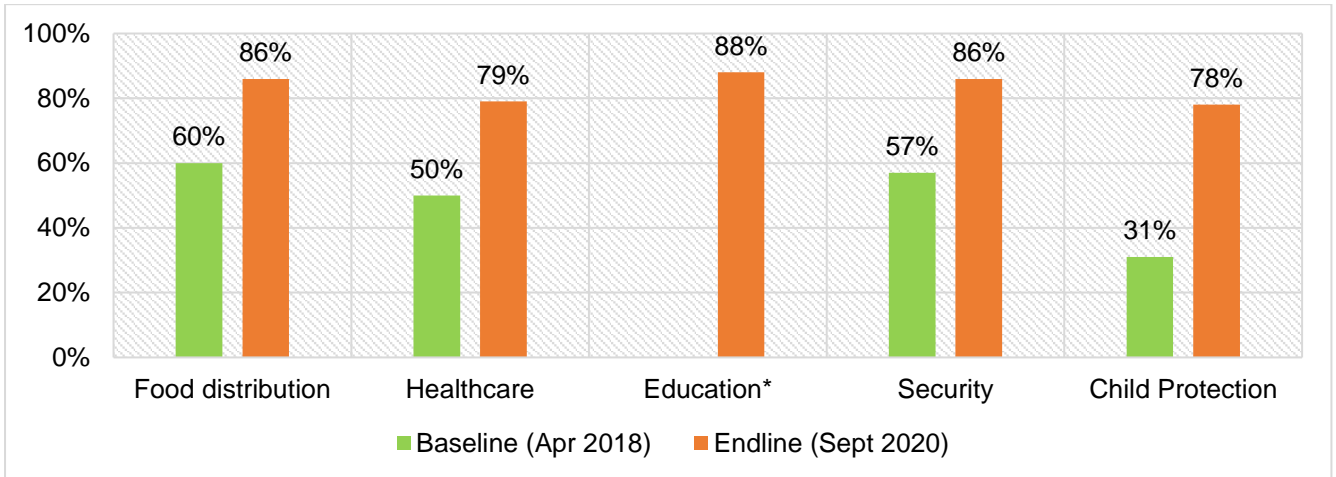


Figure 8: Awareness of the Refugees on Service Delivery Standards

Findings show that there was significant increase in awareness reported by refugees on food distribution, healthcare, security, and child protection service delivery standards. This was indicative of effective interventions of the CVA project. It is important to note that education standards were not established at Baseline because there was a change of agencies dealing with education in the camp. LWF relinquished support to secondary school education and remained with primary school education. At the same time, payment of fees in secondary schools was introduced by Windle Trust that had taken over those services.

Children of Kakuma II acknowledged that service standards were steadily improving. They were, however, not happy with the health service delivery they cited lack of drugs to treat specific ailments as a persistent problem in the camp. The children also cited lack of coordination between the various humanitarian agencies as negatively affecting services to them. One girl participant explained thus,

“Everything is always there. The children can only miss if they are absent. If you miss food you miss until next distribution date. There is no opportunity for you to get food later that you missed even if you missed. This is sometimes hard for children who are sitting examinations”. - FGD with Children 17/09/2020

Satisfaction with service delivery in food provision, healthcare, education, security, and child protection services.

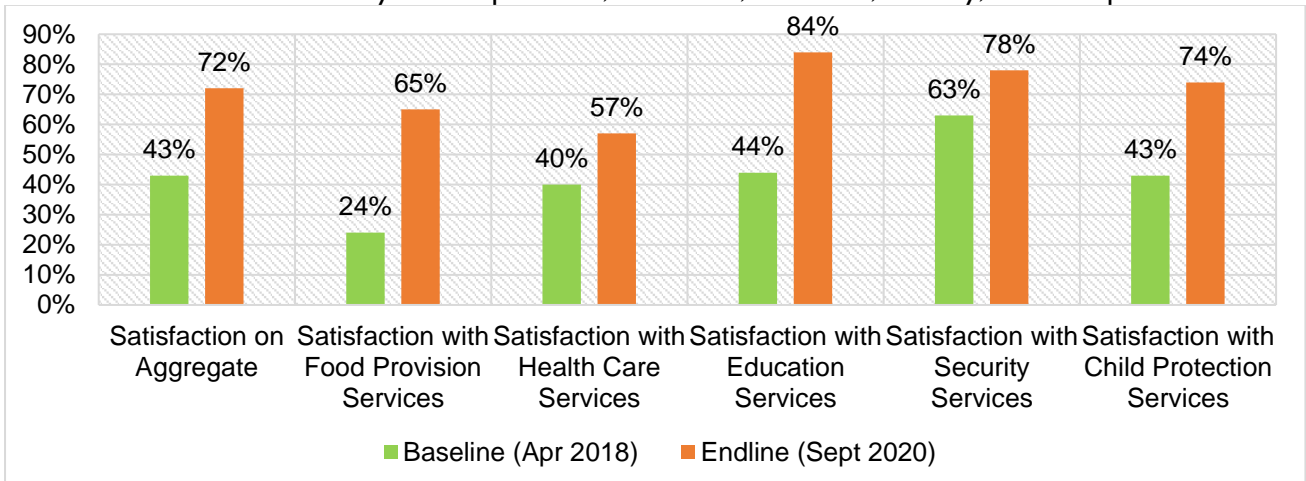


Figure 9: Change in the Level of Satisfaction with Service Delivery

Findings show that there was marked increase on the aggregate satisfaction from a Baseline of 43% to 72% by September 2020 (Endline). This reflects an overall improvement in satisfaction rate of 29%. All the services of food provision, health care, education, security, and child protection recorded increase in satisfaction rates of service

delivery at 41%, 17%, 40%, 15%, and 31%, respectively. From these findings more attention should be put on the health service provision.

While the children at Horseed Primary School expressed their satisfaction with the learning materials provided in schools, they, however, still felt some guidelines were too inflexible and inconveniencing.

We get books and pens. At Horseed Primary, we get two pens-blue and black during distribution at the beginning of the term. Sometimes it is once per term or after 2 months. Those who are absent during distribution do not get what they need. Usually, if you get a defective pen, you have no recourse. They bring exact numbers of the items, so there are no items to replace. – FGD with Children

Plate 2 illustrates some samples of the score cards used at Horseed Primary to assess the level of services in the institution.

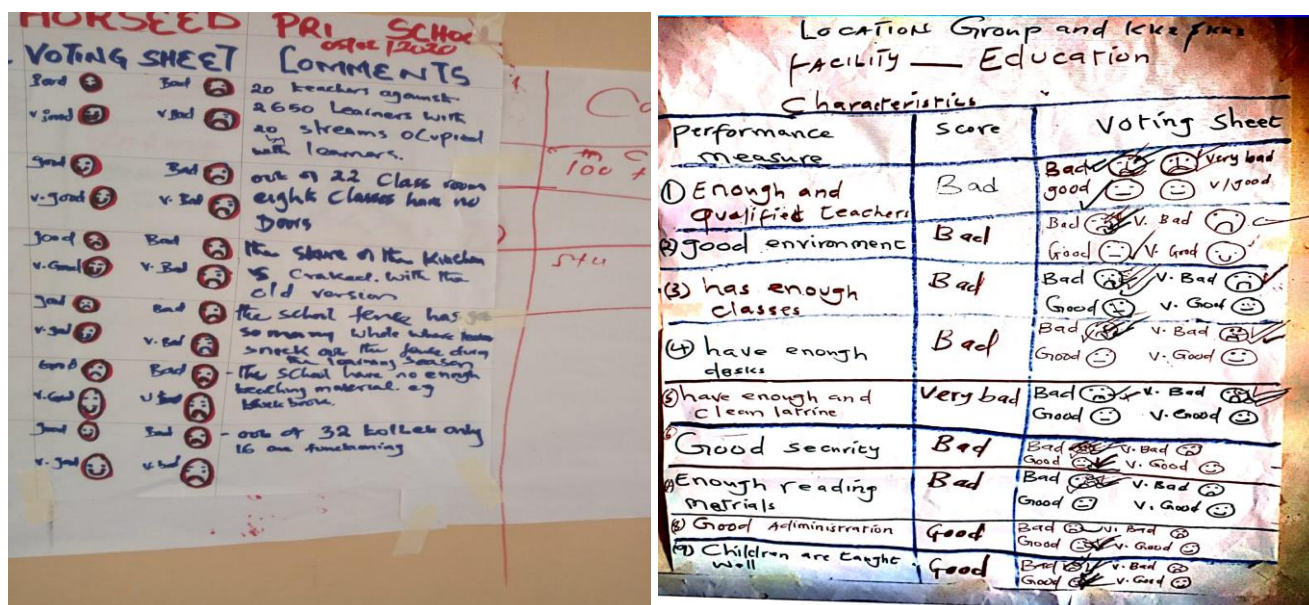


Plate 2: Scoring Sheet to Identify Key CVA Issues to Discuss with the Agency Concerned

Some of the services that were highlighted as having been improved were in different sectors. For instance, in Kakuma 3, an FGD with women only cited improved education services through provision of new syllabus books, provision of solar lights to help candidates revise for examinations and repairing of the dilapidated school structures. The participants in the FGD also cited deployment of qualified teachers by the Teachers’ Service Commission (TSC) in schools within the camp. The group of women discussants were happy that the diet of food being distributed has really changed. They stated that previously, it was not easy to have rice in the diet and sometimes it would only feature in the diet two times in a year. This has changed and rice now regularly distributed as part of the food to refugees. The FGD participants noted improvement in the provision of sanitary towels to women and girls. On health services, there was improvement on how complaints are responded to as well as increased community health awareness by the Kenya Red Cross Society (KRCS), Further, additional doctors have been availed in the facilities while there has been increased accessibility to ambulances for emergency medical services.

In Kakuma 4, the communities cited improved construction of classes, distribution of exercise books and text books, improved fencing of schools, and increased number of teachers. Children participating in the FGDs explained that their complaints can now be listened and acted upon by the teachers. The evaluation also noted reporting on improvement on food ration and reduced delays in hospitals.

5.5.3 Strengthened Collaboration and Networking among Partners

The evaluation has identified three distinctive instances where the CVA project can be attributed to strengthening collaboration and networking among the partners. Firstly, despite being agencies that are not equal in stature, the humanitarian agencies and host government agencies exhibited high buy-in into the CVA project. This was

exhibited by the increase in the number of organisations that have relaunched and installed the community feedback boxes in strategic places within the camp. The agencies too have proactively participated in CVA meetings and have been responsive to community demands. LWF, for instance, transferred the function of security to RAS as they directly engage in security operation with reduced bureaucracy. Initially, LWF had to work with other agencies and government security institutions and this could have slowed decision making processes. LWF now is fully focused on delivering primary education. World Vision working with Dream Studio was able to ensure that key messages on CVA reached the communities. The IRC has been lauded for improving emergency health services through increased number of medical personnel and the ambulances.

Secondly, there was complementarity and collective engagement in the implementation of social accountability project. The close working relationship between World Vision, RAS, UNHCR, LWF, DCA, and the refugee community has ensured that social accountability projects undertaken by sister agencies are fully taken up and implemented. LWF reported high use of their complaints response mechanism (CRM) mostly in 2018 and partly 2019. They have equally recorded fewer complaints from refugees in 2019 (partly) and 2020, and this attributed to improved service delivery, engagement with different service providers, and improved understanding of rights, responsibilities, and entitlements. During implementation of the CVA project, there was increased government responsiveness and participation in refugee affairs. For the first time, there was active participation of Office of Director of Public Prosecution (ODPP) and the deputy camp manager. It is during the CVA implementation that the need to enact a new Refugee Law, now in parliament was conceptualised.

Lastly, there has been formulation and strengthening of community oversight committees under key thematic areas. These include the water committees, shelter committees, school board of management, community health monitoring teams, and the CVA working groups. This demonstrates greater partnership and collaboration and acceptance of the CVA project elements and principles. The commitment by RAS to mobilise and rally other agencies to form and organise agencies on social accountability thematic platform and form the Social Accountability Working Group is a further testimony of strengthened collaboration and networking among the different agencies.

5.6 Engagement and Dialogue between Refugee Representatives, Host Government and Service Providers

This sub-section has considered the direct involvement of refugees or through their representatives in decision making spaces on service delivery, camp governance, and protection of refugee rights. It interrogates and presents findings on the relations between refugee leadership and services providers. Some of the direct partners of the Kakuma CVA Innovations project were UNHCR, WFP, LOKADO, LWF, Dream Studio, RAS, and IRC. The evaluation finds that there was trust among partners throughout the project by mainstreaming, transparency, and mutual respect.

5.6.1 Engagement between Service Providers, Beneficiaries and Host Government

The measurement of improved engagement between service providers, beneficiaries and host government was: proportion of World Vision's key stakeholders or duty bearers with increased awareness of and/or responsive to the demands of the refugee service users; and number of community members engaged in CVA community gathering.

Figure 10 presents the change in the level of refugee involvement in service delivery decision making

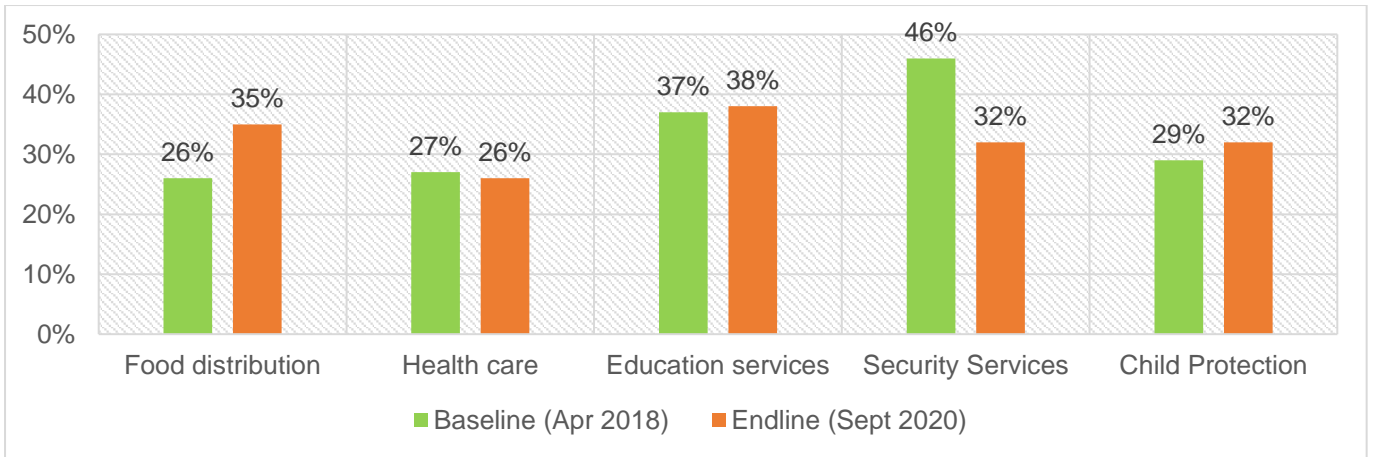


Figure 10: Level of Refugees Involvement in Service Delivery Decision Making

Findings from the evaluation show that across most of the targeted sectors, there was an improvement in the food distribution, education services and child protection mechanisms. Further, findings show that there was a reduction in participation in the security sector. At the beginning of January 2019, there was a shift in management of the Kakuma Refugee Camp security from LWF to the Refugee Affairs Secretariat (RAS), which is an agency in the Government of Kenya. Increased responsiveness of the humanitarian agencies generates demand and interest among refugees and their leadership to develop agency and capabilities to be involved in service delivery. CVA has strengthened community level institutions where the refugees were meant to participate in line with the Core Humanitarian Standards (CHS). For instance, the Food Advisory Committees previously existed but under CVA they got more enthusiasm, commitment, capacity, and knowledge to monitor food distribution, and pick up complaints from the communities. The Board of Management in schools were now aware of their roles and involved the parents more on issues affecting school and those that required their participation or decision-making, the health sector experienced a slump in the participation and this was attributed low opportunities and spaces for the refugee communities to make input on the activities of IRC. Child protection campaigns spearheaded by both World Vision and LWF has increased and allowed more stakeholders and particularly parents and foster parents to be involved.

Plate 3 presents the CVA group monitoring session of health facility standards of service provision.



Plate 3: CVA Leaders and IRC Health Official at Clinic 7 Kakuma 4 Zone 2 (20/01/2020)

The CVA representatives reported improved engagement and dialogue between refugee representatives and the IRC as the designated health service provider. This monitoring helped identify gaps for further discussion during community meetings for improved service delivery.

At schools, the children could participate in different things that affect them. For example, the pupils elect their leaders and clean their schools. The school committees have improved their engagement with parents.

5.6.2 Consensus Built on Improving Service Provision

Building consensus on improving service provision was viewed as a better strategy in enhancing dialogue, fostering committee engagement, and managing refugee expectations without compromising quality. In some cases, the evaluation found there were memoranda of understanding (MOU) or agreement between the refugee communities and national government or other service providers to jointly monitor provision or entitlements. Consensus building has largely increased with the refugees developing action plans derived from community scorecards and findings being discussed and mutual agreements made.

The evaluation allowed the refugees to rate how they perceived the relationship between refugee leaders and service providers.

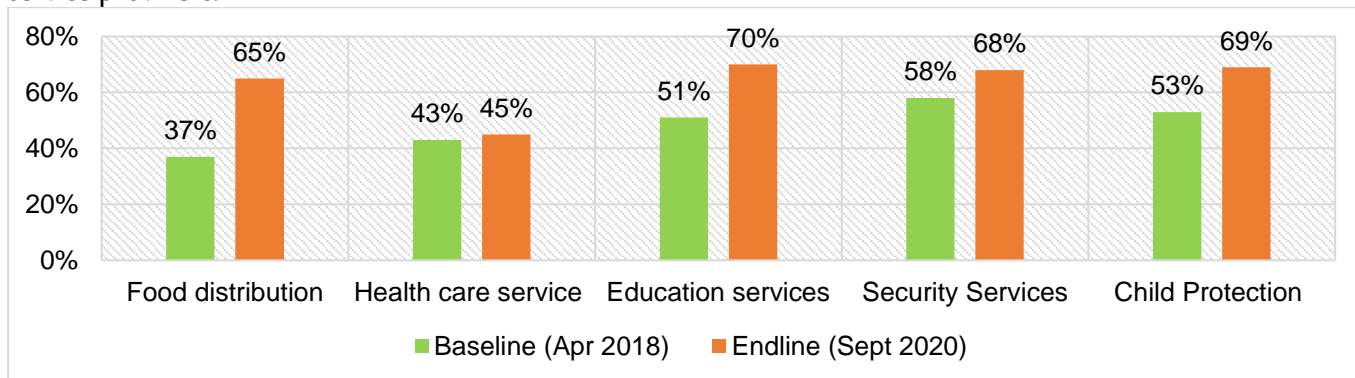


Figure 11: Proposition Rating Relationship of Refugee Leaders and Service Providers

Findings show that ratings for the relationship between refugee representatives in committees and respective service providers had improved. In all the sectors, there were marginal improvements in the relationship between refugee leaders and service providers.

Illustrating the effectiveness of partnership on accountability, the LWF representative said, *“Our working relationship has been cordial and excellent, there have been no issues. The paramount goal for us all is to render services to the refugee community and even to the host community. We have the working groups initiated by the UNHCR. LWF is doing a similar thing although not of higher degree. WVK might be using a different model though we are doing the same thing. Our relationship with WVK has been good, we have never let them down and they have never let us down whenever there is need for us to collaborate and work together. The cause is one: to serve the beneficiaries i.e. the refugees and the host communities”*.

On refugee leadership relationship with different agencies, he explained that in their case as LWF they found that refugees had become more knowledgeable and open-minded. They do not fear and even send mails on the issues that are of concern to them. *“Today, one of the BoM mailed me about a school where the chairperson raised valid issues. People have been empowered and the empowerment is a big plus to the implementing agencies. They are aware of what is right for them and what is not”*.

Changes in functions taken up by different agencies has improved the relationship between refugee leaders and the service providers. Initially, as the RAS representative explained, *“Before the safety and security functions were taken from LWF and seconded to RAS, there was run-away insecurity. There were illegal gangs and bad groupings, looting, robbery with violence, and rampant sexual and gender-based violence. Even the Westgate Terrorist Attack in Nairobi was planned here in Kakuma 3. With the function handed over to RAS in December 2019, an operation was launched to seize the perpetrators of violence in the camp who were locked up in Lodwar prison whereas others were handed over to the GSU for disciplinary action. The RAS representative observed that there was a problem with the LGBT community and this led to their residences being severally attacked and torched. An investigation by the police to establish the root cause for the attacks. It was found that the attacks were not genuine. The LGBT community had hired young men and boys to attack them and burn their houses with the objective of gaining sympathy from LGBT campaigners and activists. They had their camera person and the doctor who injected them with some chemicals*

to inflict pain. These pictures were shared on social media and circulated LGBT website and this resulted in demonstrations in New York, United States to highlight plight of suffering refugees or being persecuted at the Kenya's Government very own eyes and the UNHCR. The RAS Officer explained that these instances of insecurity were a result of the laidback approach adopted by the LWF and that once RAS stepped in it has been conducting weekly trainings for the Camp Peace and Protection Teams (CPPTs) to be more responsive.

5.6.3 Refugee Community Dialogue Issues with Host Government

During the focus group discussions, the evaluation established that the refugee communities were frequently raising concerns on issues related to distribution of water, the dilapidated infrastructure in some schools, low food rations, security related challenges, police brutality and harassment, fraud and corruption and the consideration for qualification of incentive teachers as per Teacher Service Commission guidelines. On concerns with the limited time for distribution of water, refugee leaders engaged the NRC to review the same and this resulted into the time for accessing water being increased from the previous 2 hours to 4 hours. The model of distribution of water was also adjusted with persons in Kakuma 4 and Kakuma 2 tapping water in the morning for 4 straight hours. In Kakuma 3, the time was staggered as 2 hours in the morning and 2 hours in the afternoon. In the opinion of the FGD discussants, this was an improvement that they were happy and urged more water points to be created to enhance accessibility.

The refugee community presented a raft of security issues to RAS. These issues included the threat of being shot or harassed by heavy weapons smuggled into the camp, the threat of attacks by members of the host community over 'small' issues that they could hold dialogue on, and the threat posed to the LGBT community living in the camp. There were persistent inter-nationality conflicts, sometimes spiralling into full blown war and the inter-ethnic conflicts especially between the Nuer and the Dinka of South Sudan. The evaluation found that RAS received a raft of complaints and used these as a basis for dialogue with respective camp and community leaderships to find a lasting solution by identifying and weeding out bad elements from the community. On LGBT, RAS managed to arrest the dreaded gang within the camp and by the time of this evaluation, some were still in police custody. The LGBT community were also cautioned against sensational behaviour and urged to live in harmony with other community members since they were also singled out to have staged attacks against other community members. At the time of the evaluation, three cases related to service delivery had been brought to the attention of RAS. The cases included those against 'doctors' working under IRC who demanded between Ksh. 10,000 and Ksh. 20,000 to ensure that women seeking maternity services had normal births, for which failure to raise the money led to some women being unnecessarily subjected to Caesarean Section. The second complaint was about some staff or designates of the NCKK being accused by the community for selling roofing materials. Since this was still an active case by the time of the evaluation, more details were not delved into. The third case was with a member of staff at RAS for which no details were disclosed. In general, however, the evaluation noted a reduction in the number of cases of bribery reported by the refugees.

This evaluation established that LWF, has to a greater extent, responded well on school related issues with more teachers being posted, new classrooms built while others have been renovated and books distributed. It further observed that LWF has been meeting with the refugee community and their relationship is improving. In one of the FGDs, discussants explained they understand the diminishing budgets and competing interests and therefore have begun thinking how as a community they can support some of the things within their means.

According to World Vision food distribution team and LOKADO, the food rations have generally increased in weight and there have been fewer cases where refugees complain about the quantity of their food rations. Due to enhanced dialogue between the community and service providers, there has also been improvement on issues of food choices with the introduction and continuous implementation of Bamba Chakula². Another result of meaningful engagement noted is the reduced cases of 'police brutality' during food distribution.

² *Bamba chakula is a concept piloted by the UNHCR and the mobile service provider Safaricom. Now Bamba is a Swahili word meaning 'catch', so in this case 'catch food'. In context, Bamba was a Safaricom business model to reduce the value of airtime that was affordable to low income earners. For instance, you get airtime in denominations of Ksh. 5 (Bamba 5), Ksh. 10 (Bamba 10), Ksh. 20 (Bamba 20), Ksh. 50 (Bamba 50), and lastly Ksh. 100 (Bamba 100). Now in the case of humanitarian food distribution, selected agents of Safaricom M-Pesa (Mobile Money) were identified in refugee camp. In a pilot, some refugees were given SIM cards and had some virtual money (acting as food vouchers). Depending on the value, the refugee household member would go to the agent and present the voucher, and*

The evaluation found that CVA working groups picked up a complaint from the community about levying taxation on the single business permit requirement in markets within the Kakuma camp by the Turkana County Government. The training on CVA helped sensitise the small business owners within the camp to demand for their entitlements. As a result of the training and sensitization, the market users have been organising into 'market committees' to engage with the county government on improvement of lighting, rehabilitation of the roads network and general sanitation and accompanying amenities within the markets.

5.7 Improved Host Government Commitments and Access to Services via CVA

5.7.1 Increased Responsiveness to Host Government Commitment to Refugee Services

The evaluation examined the awareness levels on host government commitments to delivery of refugee services.

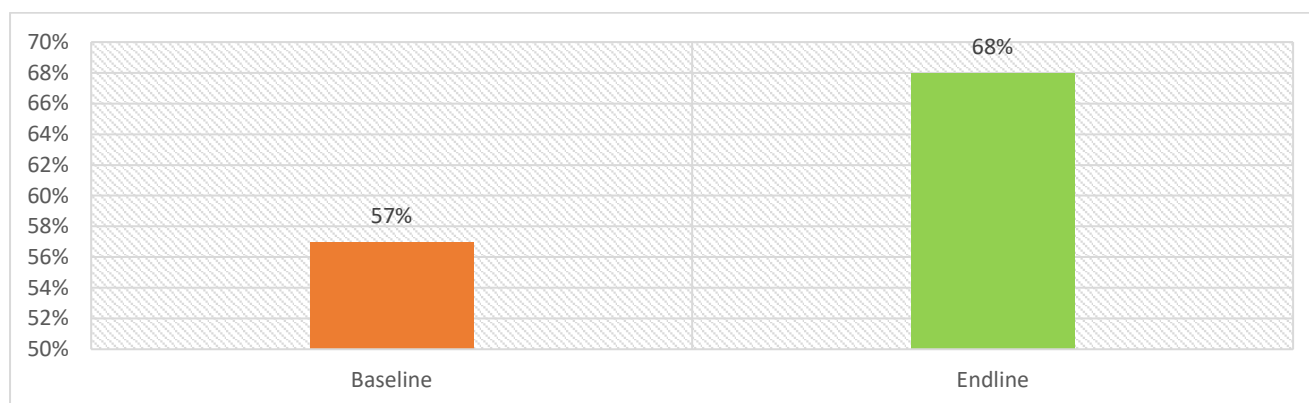


Figure 12: Awareness of Host Government Commitment

Findings show that the level of awareness on the host government commitment to refugee services had improved by 11% (Baseline 57% and Endline 68%). The increased awareness can be attributed to better relationship and responsiveness of host government officers, participation of host government representatives in CVA meetings and improved complaints redress framework.

Table 6: Improved Host Government Commitment Due to WVK CVA Innovation Project

Particulars	Very Improved	Not Improved	Deteriorated/Worst
Facilitation of Registration of refugees	87%	11%	2%
Issuance of refugee identification card/pass	73%	22%	5%
Replacement of IDs/Pass	71%	26%	3%
Issuances of Travel Documents to go abroad	58%	30%	12%
Host Country adequate protection, reception, and care of refugees	85%	14%	1%
Peaceful Coexistence between Refugees and hosts	93%	5%	2%
Resource mobilisation for refugee programmes	82%	18%	0%
Sustainable use of resources in host areas	77%	23%	0%
Ensured Full immunisation of children	92%	8%	0%
Fairness of Issuance of single business permits & levies	77%	21%	2%

The evaluation found that most of the commitments of the host government had greatly improved. However, it notes that more efforts need to be made by the Kenya government regarding the issuance of documents to enable refugees to travel abroad. On this, a key informant from RAS explained that the biggest challenge is with Refugee

redeem the value bit by bit (bamba) and buy food or household items of their choice especially those not provided during food distribution like animal protein. It is a strategy to introduce the refugees to market economy and market-based access to essential goods and services. It is a sustainability strategy in the humanitarian aid. Allows greater autonomy, choices and participation in the humanitarian aid and fostering self-reliance.

Status Determination (RSD) which has experienced backlog in processing travel documents to enable refugees to travel abroad. He indicated this was a security issue.

The evaluation additionally sought to understand the level refugees' satisfaction with the host government commitments.

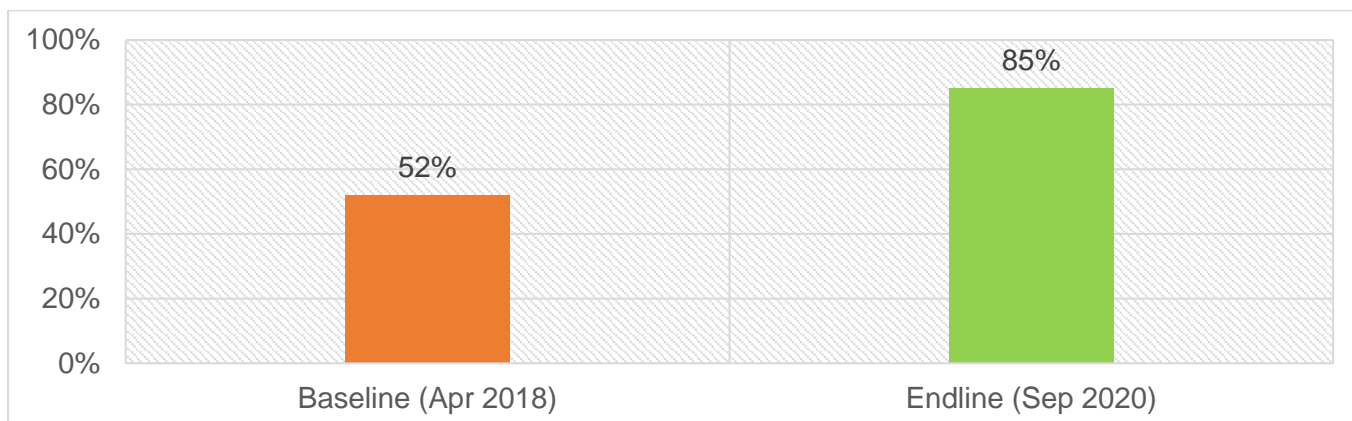


Figure 13: Satisfaction with Host Government Commitments

There was an improvement in the satisfaction levels with the host government commitments to refugee rights, refugee affairs responsibility and entitlements. According to LWF Education Officer, the government has improved on the implementation of her commitment towards education service provision. Firstly, the government has harmonised the standards of teacher qualification in the refugee camp to match those of the citizens. Teachers employed in the refugee schools are required to have TSC qualification. This means teachers previously just having education but not meeting TSC requirement must upgrade or comply with conditions. It is significant to note that implementation of the Competency Based Curriculum (CBC) was initiated in the refugee camp at the same time with the rest of the citizenry. Secondly, since devolved governments came into force, Turkana County Government has built Early Childhood Development and Education (ECDE) centres and employed teachers. Previously, there were no ECDE centres in Kakuma refugee camp with all the classes beginning with class one (grade one), however, now in both the host community and the refugee camp children can access the ECDE services. Thirdly, there is enhanced security for refugee and host communities and enhanced coordination of meetings by their representatives.

During the focus group discussion at Kakuma I Zone I, there was consensus that government of Kenya has improved on their commitment to actualising refugee rights, responsibilities, and entitlements. The participants echoed the relatively improved freedom of movement. They noted that the Refugee Affairs Secretariat (RAS) has of late been steadfast in processing of the traveling documents. They acknowledged that there is improved communication, relationship and partnership between the host government officers and the refugee community. One female FGD participant had this to say;

“Police harassment and brutality has gone down to a large extent, and even bribery has gone down. In fact, when the gunmen who killed people in the community were reported, the police were quick to respond even in the dead of the night. - Kakuma I Zone I (18/09/2020)

The FGD at Kakuma 3 corroborated the views of those of Kakuma I and lauded government efforts through RAS and police for improving safety and security of the refugees. They observed that the process of acquiring birth certificates or notification cards for children born in hospital, and identification card or pass has been well streamlined and responsive. Additionally, the FGD participants opined that teacher quality has improved through implementation of the TSC standard requirements. At Kakuma 4, FGD participants stated satisfaction with government response to the issues of rape and robbery and were of the view these had been dealt with in a just and fair manner.

According to RAS, it is the government's commitment to process the refugee status of other citizens from other countries. The refugees from Southern Sudan do not go through the RSD process. The government operates an open-door policy receiving the refugees and directing them to go apply for refugee IDs. Others such as refugees

from the Great Lakes region are subjected to RSD process, a function that was transferred by the UNHCR to RAS to reduce the big backlog.

“The government can recognize you as a refugee but again if you don’t defend your position well, it can reject your claim through a government decision letter. Those approved can go to the registration section for IDs. Most of the refugees have been here for the last ten years. UNHCR offices were used to conduct the interviews but now we have decentralized into the camp at different security posts”. -RAS Officers

During the World Refugee Day, the Ministry came to Kakuma and there was commitment from the Chief Administrative Secretary (CAS) in-charge of Internal Security and Immigration that all the pending IDs to be processed and staff be decentralized to ensure speedy processing of refugee status. There were staff deployed from Nairobi but there was no internet or enabling infrastructure to function. One of the key challenges on securing IDs in a timely manner was because all the applications manual and submitted to Nairobi. They had to compete with the normal processing of the Kenyan civilian IDs. This took long and some of the refugees received their IDs sometimes after 2 years when they expired. The evaluation found that this has since resolved through the Live Capture Unit with registration having been decentralized to field posts. The evaluation further heard that application for registration now takes approximately ten minutes to process and that the government decision letters are now easily accessible making it easy for the refugees to travel.

“RAS has been able to actualise the issues raised by the Refugee leaders. Efficient processing of the IDs in less than 10 minutes and they reach as many people as possible. Digitisation of the process has even saved us the money we spent on paper work. There are still some delays in processing Refugee Status Determination, but this is attributed to due diligence conducted as opposed to process bottlenecks. Ordinary documents for travel are now fraud free. Before Covid-19, you could go to the field post and book for the following Wednesday – vetting committees. The travelling will be by protection – you are given permission to travel if you have genuine reasons. It is free to get permit from RAS. The travels were just paused to comply with travel protocols. The local travels have always been facilitated”. - RAS Officer 18/09/2020

The RAS Director in Charge stated that RAS was the port of call for identification documents, and they facilitate the refugees with the Refugee Status Determination, Refugee Recognition Certificate and refugee ID which can be applied for to able refugees get the Kenya Revenue Authority (KRA) PIN, M-Pesa, Business STD and CTD compatibility travel document.

We, as RAS, have moved the business pass to purchase goods and services from 14 to 28 days. For students studying abroad we support with acquisition of necessary travel documents. On resolving conflict – we prefer solution where everyone benefits for conflict resolution, we reason together through physical meetings. We allow refugees to elect their male and female representatives at all levels. This is to allow for democratic representation. Persons with disability are also represented at all levels. On community peace and protection, RAS has employed more than 20 personnel distributed across the camp. They are paid salaries, provided with badges, uniforms, boots and provide security 24/7 in the camp. - Director RAS (18/09/2020

The evaluation noted that there are other services that RAS offers and which have improved after engaging effectively with the refugee leadership. These include the liaison services between the host government leadership and the development agencies and partners. According to a RAS Officer, even Members of Parliament (MPs) and Members of the County Assembly (MCAs) call RAS to discuss pertinent policy issues. Additionally, RAS has the function of clearing people supplying goods and getting into the camp and equally supporting researchers and investors. It also issues work permits for foreign workers within 21 days and facilitates processing of police clearance certificate within 14 days. Further, it facilitates registration of community-based organisations (CBOs) operating within the camp, coordinating community services, and provides advisory services.

The evaluation established that RAS is also mandated to monitor activities of development agencies operating in the camp and checking whether they meet required standards. It is significant to note that RAS and HSO (UNHCR) often hold inter-agency meetings periodically to understand what each agency is doing and what their plans are in the short and long terms.

On the review of refugee legislation, the RAS team opined that the Refugee Bill (2019) which had had undergone a third reading in parliament will be a progressive law once assented to as it will open opportunities for refugees. Once enacted and operationalized, the evaluation heard, the Act shall give refugees who wish a citizenship status.

5.7.2 Action Plans developed and implemented

The CVA working groups were engaged in monitoring the services provided to the communities. They developed scorecards that later informed the community sessions for action planning. Most of the action plans were to be enacted in the second and third quarter of 2020. However, the evaluation found that because of COVID-19, several activities were disrupted and even halted. Therefore, there are several Action Plans developed but the extent of their implementation was not determinable at evaluation.

Plate 4 presents CVA leaders developing scorecards and action plans for structured dialogue.



Plate 4: CVA Leadership Formulating Action Plan for CVA Engagement Processes

At Silga Conference hall, 26th February 2020, the community representatives and CVA leaders were involved in development of scorecards and action plans for engagement with duty bearers. This demonstrates the impact that CVA has had on the community to organize and ability to use the knowledge acquired to enhance service delivery.

5.8 CVA Advocacy and Policy Influence Sustained at Different Levels

CVA is a local advocacy programme and the project envisaged that the advocacy and policy influence efforts and action be sustained at county and national level based on findings. The evaluation established that through the CVA project and WVK's working arrangement with other partners, the draft Refugees Bill of 2019 was tabled in parliament and so there may be great need to push for its speedy enactment. By the time of this evaluation, there were no indications of planned or sustained advocacy campaigns with the national assembly to enact the refugee bill into law. However, it is evident that the CVA project took advantage of designated international days to pass key messages on the need to improve delivery of critical services to the refugee communities in Kakuma.

Even though implementation of the pilot CVA innovations project in Kakuma Refugee Camp ended in September 2020, the World Vision driven projects such as ECaP and Joining Forces Alliance can be anchored to help consolidate and sustain the tempo of the CVA project through increased community engagement, targeted messaging on child protection and working with other agencies to improve services.

5.8.1 Awareness on Social Accountability Mechanisms

The study asked questions on the level of awareness on social accountability mechanisms practiced in the camp. In this respect, the focus was on the tools of social accountability that support transparency, inclusiveness, integrity, and accountability, as well as information sharing. The study considered improvement on access to information, participation and engagement in decision making for effective service delivery, camp governance, and effective complaints redress mechanisms. Overall, 21% respondents stated their awareness of existing social accountability mechanisms within Kakuma Refugee Camp. This presented an increase of 5% in awareness levels from the Baseline of 16% in April 2018 and is a clear indication that more efforts should be put on awareness creation to help built the critical mass required to drive positive change from the community

Figure below presents the change in awareness levels of the social accountability tools within Kakuma Refugee camp.

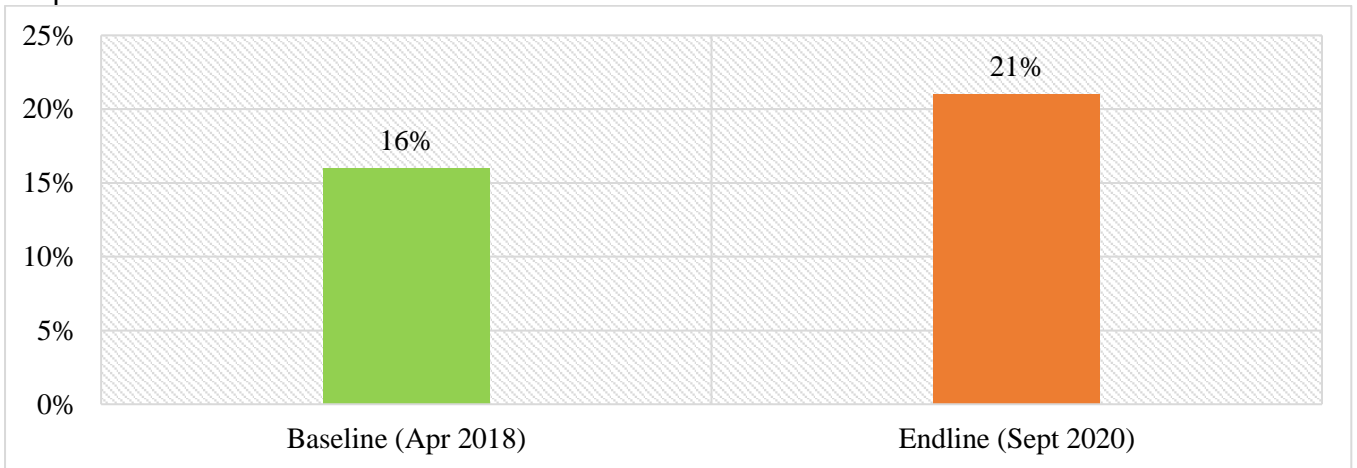


Figure 14: Awareness of Social Accountability Tools in Kakuma Refugee Camp



Plate 5: LWF Use of Mass Media to Sensitize Community & Children on Rights

The following are the sources of information on social accountability in Kakuma camp (figure 14).

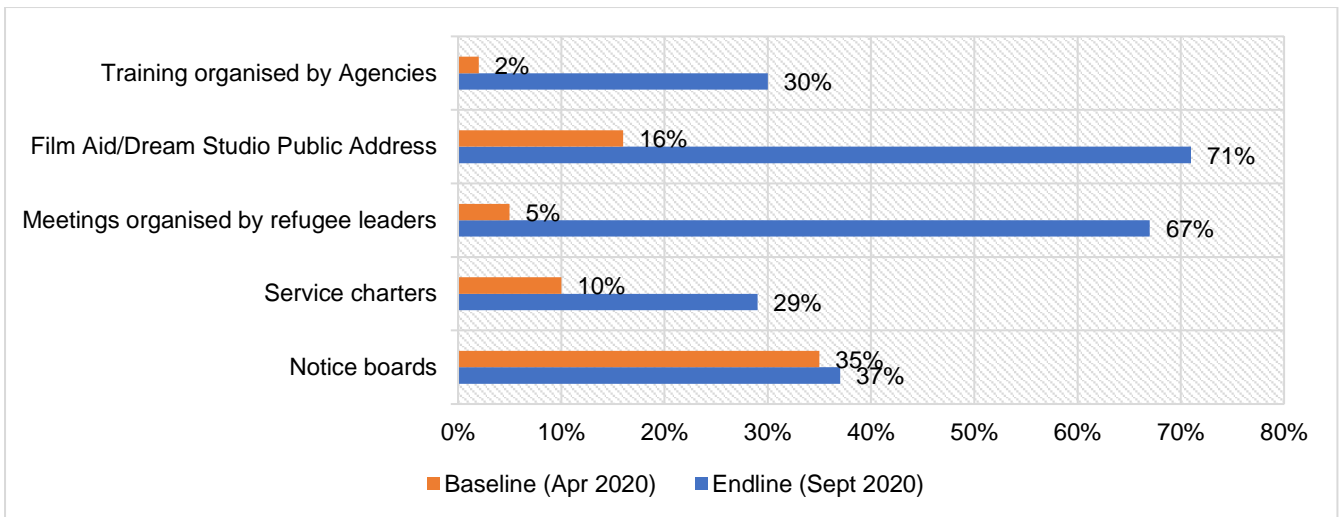


Figure 15: Mentioned Sources of Information on Social Accountability

Through interviews, the study found that Film Aid/Dream Studio was the most common source of information in Kakuma Refugee Camp. It further established that meetings with the refugee leaders helped share information on services, provided avenues for complaints, feedback sharing and communicating new ideas received from different agencies. During the FGD at Kakuma 2, participants highlighted the mechanisms for receiving feedback to include information from leaders who participate in meetings with the humanitarian agencies and other service providers, notice boards, faith-based institutions, and public gatherings.

Level of improvement on information sharing was assessed (figure 16)

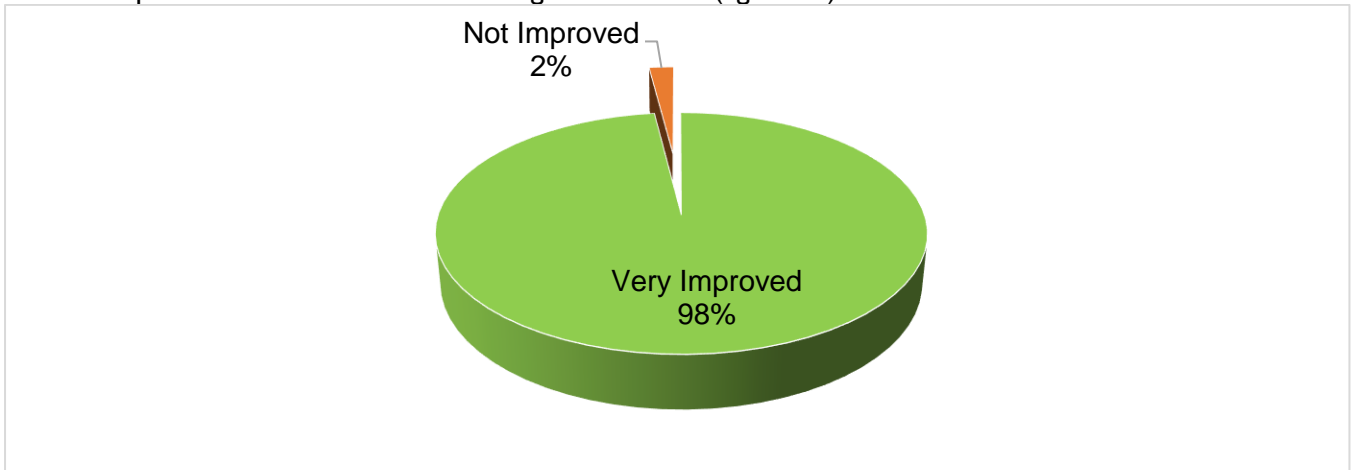


Figure 16: Sharing of Information on Refugee Rights, Responsibilities & Entitlements

The findings show that those who reported improved information sharing on refugee rights, responsibilities and entitlement were 98%. Coupled with this was the examination of access to timely feedback by the refugees.

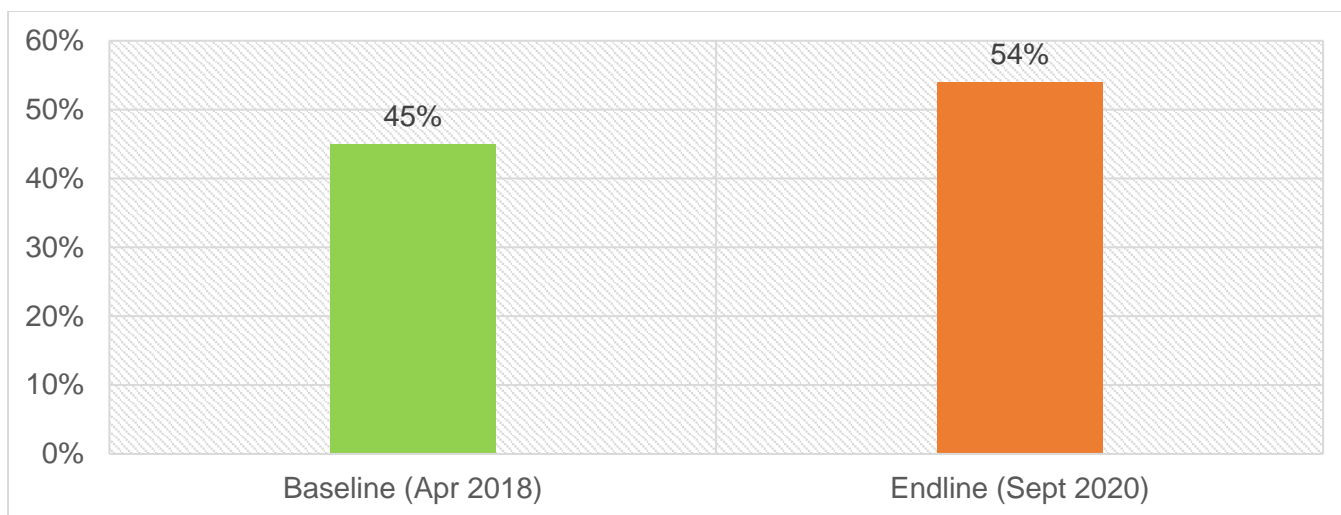


Figure 17: Refugees Reporting Timely Sharing of Feedback

Findings show that there was an improvement index of 9% between the Baseline and Endline on refugees reporting timely sharing of feedback. This demonstrates that the Kakuma CVA project was instrumental in improving the environment for information sharing between humanitarian agencies and refugees in the camp. However, during FGDs with community leaders, the evaluation heard that in certain instances communities never received feedback on pertinent issues they had been raising with the humanitarian agencies. Examples include complaints about security raised with LWF, the matter of toilet raised with the NRC, and the long-standing issue of water scarcity in Kakuma 3, Zone 3, Block I that communities have complained about since 2017 without it being addressed and with no tangible feedback. This is an indication of the need for more concerted efforts to strengthen feedback mechanisms between the humanitarian agencies and the communities they serve in Kakuma.

The children acknowledged improvement in information sharing. They said there is more information on school notice boards. *“Some of the information is passed by the teachers and complaints addressed through information during assemblies”* -Child FGD Participant at Horseed Primary School. In Kakuma 3, the evaluation established, there is a help desk project instituted by World Vision to disseminate information, and take up complaints presented by the refugee community.

Some of the institutions that communicate on the rights of refugees and better services (table

Table 7: Agencies and Accountability Work in Kakuma Camp

Agency	Mentioned Activities by Study Participants
World Vision	<ul style="list-style-type: none"> ▪ Community Voice Action Project ▪ Help desks in the camp ▪ Accountability boards at food distribution points ▪ Organising activities such as day of African Child
LWF	<ul style="list-style-type: none"> ▪ LWF advocates for the rights of children ▪ Complaints and redress channel for cases ▪ Toll free number for raising complaints
Humanity & Inclusion	<ul style="list-style-type: none"> ▪ Championing the rights of persons with disability
SAVIC	<ul style="list-style-type: none"> ▪ Community Education
NCKK	<ul style="list-style-type: none"> ▪ Organise monthly coordination meetings on shelter/house meetings
NRC	<ul style="list-style-type: none"> ▪ There is water committee from among camp members on effective water services delivery
Film Aid/Dream Studio	<ul style="list-style-type: none"> ▪ Awareness and mobilization to the entire camp
Windle Trust & LWF	<ul style="list-style-type: none"> ▪ Organising the Boards of School Management
DRC	<ul style="list-style-type: none"> ▪ Handle elderly and the vulnerable people by giving money to them ▪ Anti-Gender Based Violence Campaigner
RCK	<ul style="list-style-type: none"> ▪ Training on the right to freedom of expression and human rights of refugees
Hickler	<ul style="list-style-type: none"> ▪ Supported Refugees in getting birth certificates

The following were some of the mentioned methods for sending complaints and receiving feedback in the community.

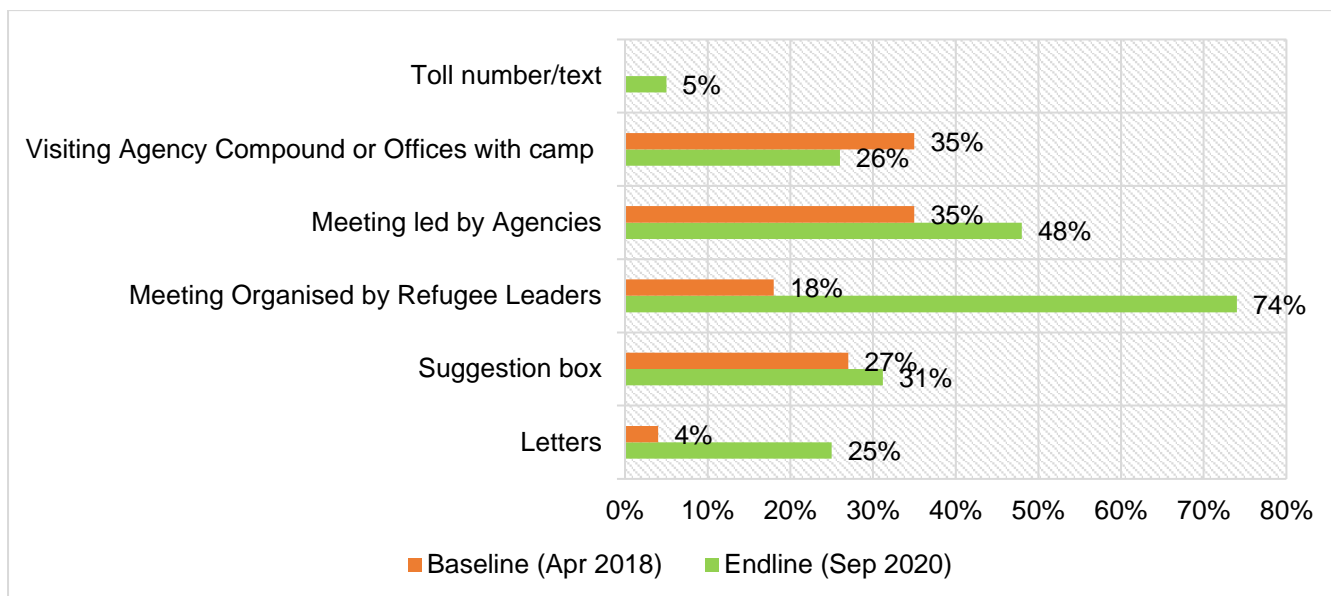


Figure 18: Modes of sharing Refugee Complaints with the Service Providers

There has been improvement in the sharing and use of the different modes of presenting complaints and receiving feedback. Participation in meetings organised by refugee leaders increased from 18% at Baseline to 74% at endline. Even for the agency-led meetings, there was increment from 35% to 48%. This shows that CVA project was able to galvanise better relationship between the service providers and the community to enable complaints and feedbacking. The evaluation found that the CVA project reduced traffic to the agencies’ compounds or offices within the camp as the problems had largely reduced and the emerging issues were effectively handled within the community. The use of suggestion box increased from 27% to 31% over the implementation period. CVA has also introduced some new form of engagement between the community and service providers that never used to exist before. This is exhibited through the increased use of memos by the agencies (letters) channeling complaints and ensuring there is evidence for the complaint raised.

Some of the community complaints boxes for sending complaints and feedback.



Plate 6: Increased Installation of Community Complaints and Feedback Boxes

Generally, the knowledge and awareness levels of complaints redress channels has increased. Even at institutional level, the beneficiaries were able identify the complaint redress processes.

Class teacher is the main person who receives reports from the children. When the children are not satisfied, they can go to the head teacher, or request their parents to go to school. –children during FGD 16/09/2020

On social accountability, there are four institutions that were mentioned as being in the forefront of championing refugee rights, responsibilities, and their entitlements, their access to information, participation in decision making and on complaints redress mechanisms. They include World Vision, RAS, LWF and Film Aid/Dream Studio. Central to this is RAS that has been receiving and resolving many complaints from different agencies. For instance, this evaluation found that there was a complaint to the effect that some staff or designates from NRC were selling birth certificates to refugee community at cost of Ksh.200 yet this was a free service. The other complaints RAS received were on IRC practising what appeared as open bias to the community and having their doctors levy illegal fees for persons seeking medical services. Further other complaints processed by RAS included IRC medical officers subjecting women to caesarean section for not paying demanded fees for normal birth.

At times, there were cases where doctors collude with IRC officials to take the patients to private facilities so that they can make money from such ventures. Frequency in stock-outs of important medicine at the IRC run medical facilities. Other complaints have targeted agencies such as the NCKK whose staff or designated officers were suspected to have decided to sell iron sheets and related building materials meant for improving shelters for the refugees. The evaluation found that some of the cases have been taken to court for the judicial process to take its course. The evaluation noted that there are instances of grabbing and selling of land that is public with a case in point being the Repentance and Holiness Church that was highlighted as having annexed a piece of land that consists of a play ground to build their church. The RAS office in Kakuma acknowledged existence of such challenges but cited their limitation in monitoring of the services in the camp because the Tripartite Agreement

is between RAS, UNHCR, and the different agencies working at the camp since signing happens in Nairobi and RAS offices at Kakuma is never in the picture.

The study examined satisfaction with feedback mechanisms on complaints raised.

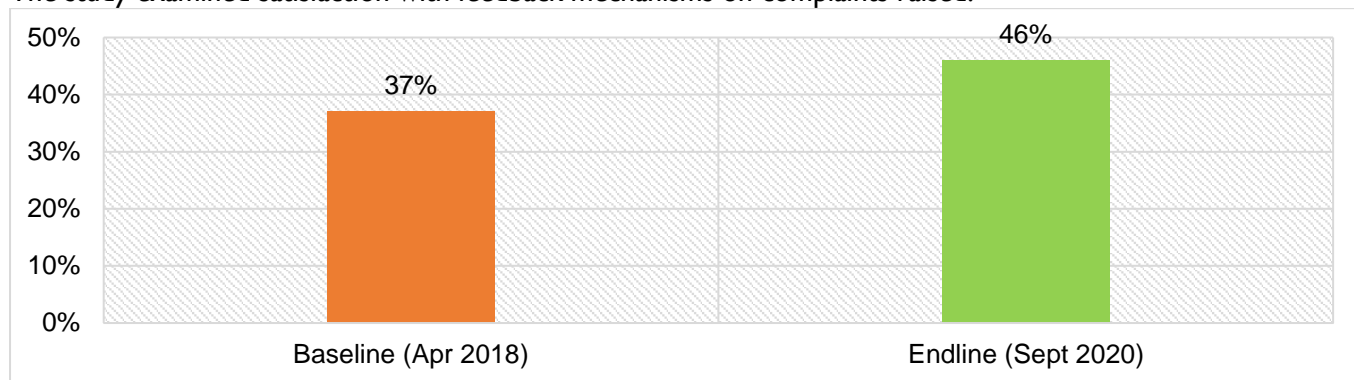


Figure 19: Level of Satisfaction with the Feedback Given

The evaluation established that the level of satisfaction on issues raised with the different service providers had increased from 37% (Baseline) to 46% (Endline), which demonstrates the effectiveness of the feedback mechanisms with an index of 9%. However, it could be necessary to emphasise on improving feedback mechanisms between the service providers and refugee representatives.

Some of the agencies highlighted as providing feedback were: World Vision (on education ensuring extra classes were built and the number of teachers in schools increased and better response in food distribution complaints and increased food ration); NRC (in WASH ensured that that water provision in most areas is improved); LWF and Windle Trust (added more desks to the schools to facilitate learning); WFP (on improved food provision through food in schools and bamba chakula); UNICEF (improved education services through providing exercise books and text books for children); RAS (improved security, peace and coordination of government services), and IRC (equally added more doctors to respond to needs).

5.9 Overall Outcome Achievement of the Project

Table 8 presents the performance of the key outcomes of the CVA project.

Table 8: Key Indicator Performance for three Outcomes of the CVA Project

	Key indicator #1	Key Indicator #2	Key Indicator #3	Direct Beneficiaries	Indirect Beneficiaries	Total Beneficiaries
	# of community led monitoring and dialogue	# of effective partnerships with strategic advocacy networks and coalitions at national and regional levels.	Proportion of World Vision's key stakeholders/duty bearers who show an increased awareness of and/or support for our demands.	Number of community members engaged in CVA community gathering.		
Cumulative LOP to Date**	32	4	8	26 groups (900)	30736	31546
LOP Targets	16	2	4	300	35608	35,608

**Second Quarter of FY 2020 (Two quarters activities hampered by COVID-19 Pandemic (LOP-Life of Project))

The 3rd and 4th Quarter of FY 2020 have greatly been hampered by COVID-19 pandemic. All beneficiary targets were exceeded. The study exceeded expectations on all the outcome indicators.

5.10 Gender, Equality, Diversity, and Inclusion (GEDI)

5.10.1 Participation of Women in the CVA Activities

The evaluation also assessed the extent to which implementation of the Kakuma CVA Innovations Project (2018-2022) complied with gender equality and diversity inclusion principles.

Table 9: Women Involvement in Different Processes of CVA Project

Camp	Sex	Leaders of CVA Working Group	Organising child right campaigns activities	Sharing information on refugee rights	Presenting complaints on behalf of groups	Attending meetings organised
Kakuma 1	Male	72%	16%	37%	12%	49%
	Female	88%	6%	26%	6%	38%
	Total	75%	13%	34%	10%	46%
Kakuma 2	Male	74%	22%	52%	22%	56%
	Female	88%	19%	44%	19%	63%
	Total	79%	21%	49%	21%	58%
Kakuma 3	Male	75%	27%	46%	24%	49%
	Female	88%	31%	31%	25%	38%
	Total	78%	28%	42%	24%	46%
Kakuma 4	Male	87%	13%	27%	15%	33%
	Female	81%	6%	25%		13%
	Total	85%	28%	26%	12%	28%
Aggregate	Male	77%	14%	39%	18%	45%
	Female	86%	6%	31%	13%	38%
	Total	79%	12%	37%	16%	43%

Findings show that there were no significant differences between the female and male responses on the participation of women in different CVA processes. The study found that there are 79% who acknowledge that women also form part of the CVA groups leadership. The CVA groups are not very much involved in organising child right campaigns now and therefore participation of women at 12% could be justified. On sharing information, the women were given 37% and on the presentation of the complaints it was 16%. On participating on the community decision making meetings, women were rated at 43%.

Below are case illustrations of women taking lead in the CVA working group meetings at different parts of the camp.



Plate 7: Amina and Sheila Leading Different CVA Working Group Meetings

Meeting one was held at the Food Distribution Centre 1 and the community were meeting on monitoring implementation of community action plans. Meeting two was held at Kakuma 3 where the community were being sensitised on policies and standards on basic service delivery using the Information Education and Communication developed materials. All were aimed at increasing awareness and empowerment of refugees on rights to education and protection.

5.10.2 Women Access to and Control of Household (HH) Resources and Decision Making

The study further assessed the improvement of women’s access to and control of household resources and decision making (figure 19).

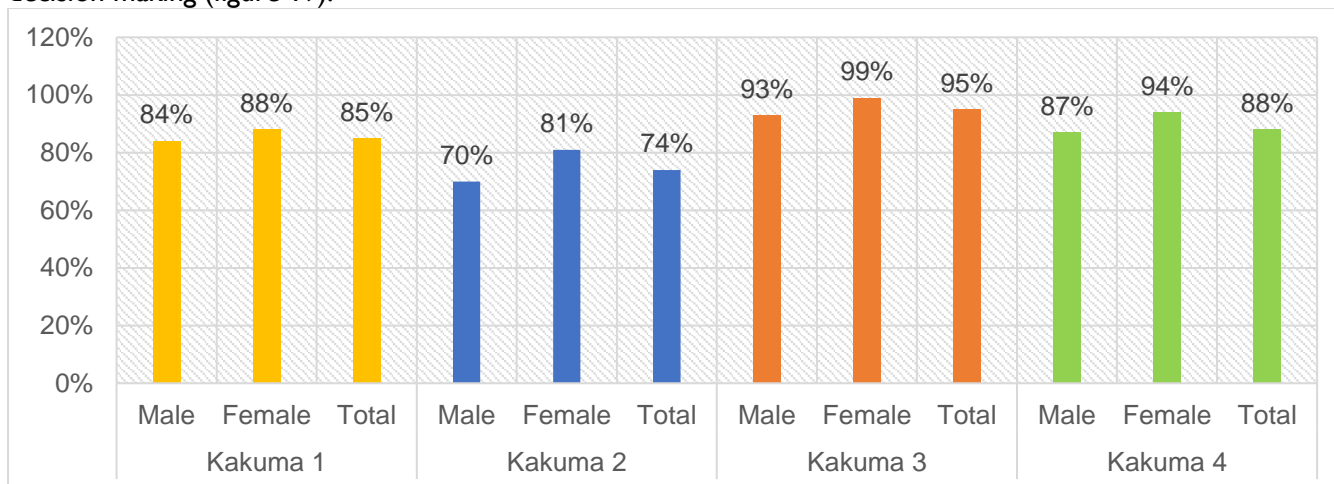


Figure 20: Improvement on Women’s Access to and Control of HH Resources

Findings show that women’s control of the resources is above 80 percent except in Kakuma 2. The women have critical space to participate in household level decisions. They can have control over their household assets.

On the improvement in the reduction of violence against women in the Kakuma camp.

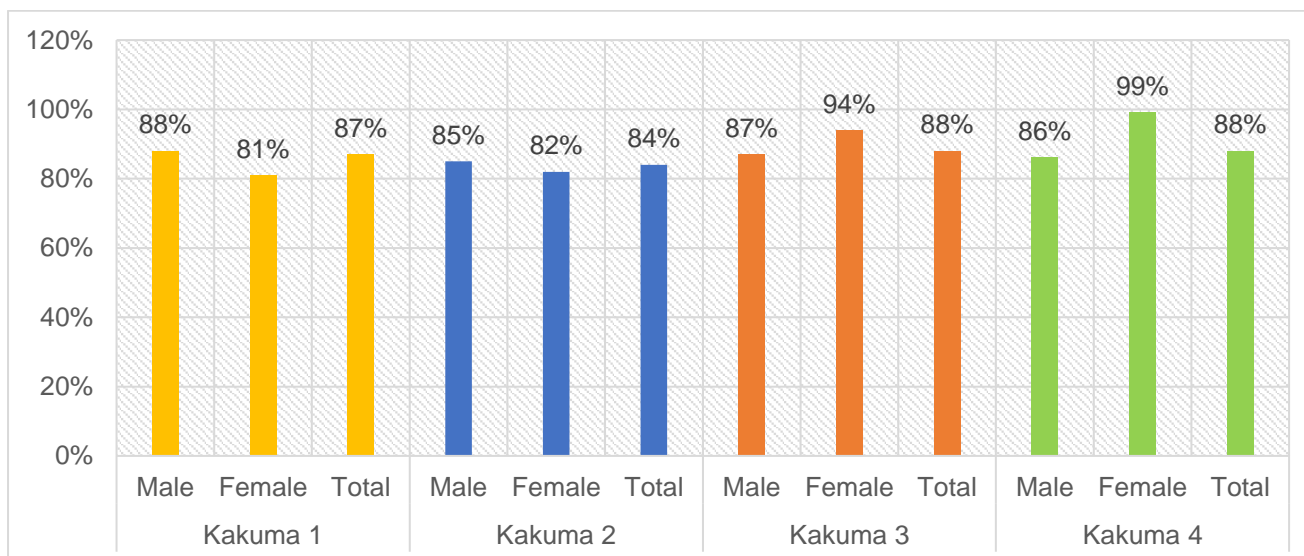


Figure 21: Improvement through Reduction of Violence Against Women

Findings show that there was consensus that violence against women had reduced over the last 3 years. During the focus group discussions, it was highlighted that the cases of men being too hard on women and making life difficult for them has reduced in the camp. Within the camp, there are men who cohabit with many women. Whereas they are officially known to have one wife, they mistresses that they keep in other sections of the camp. So, the ‘official wife’ would care for the children but the man would come accrue the benefits. For instances, when food is given and ends before next distribution date, the man disappears, living woman to suffer, but reappear on

food distribution. Sometimes, they are violent and deny the women even their right to movement, in the pretence that other men will lure them. In other cases, it was open gender-based violence especially after drug abuse. CVA project has reduced some incidences as the women now report the cases to Camp Protection and Peace Teams (CPPTS) and the errand men warned and summoned.

Further the study assessed access to and availability of sanitary towels to improve on the menstrual hygiene among female members of the refugee community.

Table 10: Access and Availability of Sanitary Towels in Kakuma Camp

		Distribution with food rations	Buy own pads
Kakuma 1	Male	99%	2%
	Female	94%	13%
	Total	99%	5%
Kakuma 2	Male	96%	7%
	Female	99%	6%
	Total	98%	7%
Kakuma 3	Male	99%	7%
	Female	99%	6%
	Total	99%	7%
Kakuma 4	Male	99%	10%
	Female	94%	6%
	Total	98%	9%
Aggregate	Male	99%	7%
	Female	97%	8%
	Total	98%	7%

Findings show that 98% of the respondents acknowledge that girls and women regularly received sanitary towels for maintaining menstrual hygiene at school and in the camp, respectively. The rate of women buying their own sanitary pads was about 7% on aggregate.

The study further assessed prompt support for rape and cases of defilement within the communities.

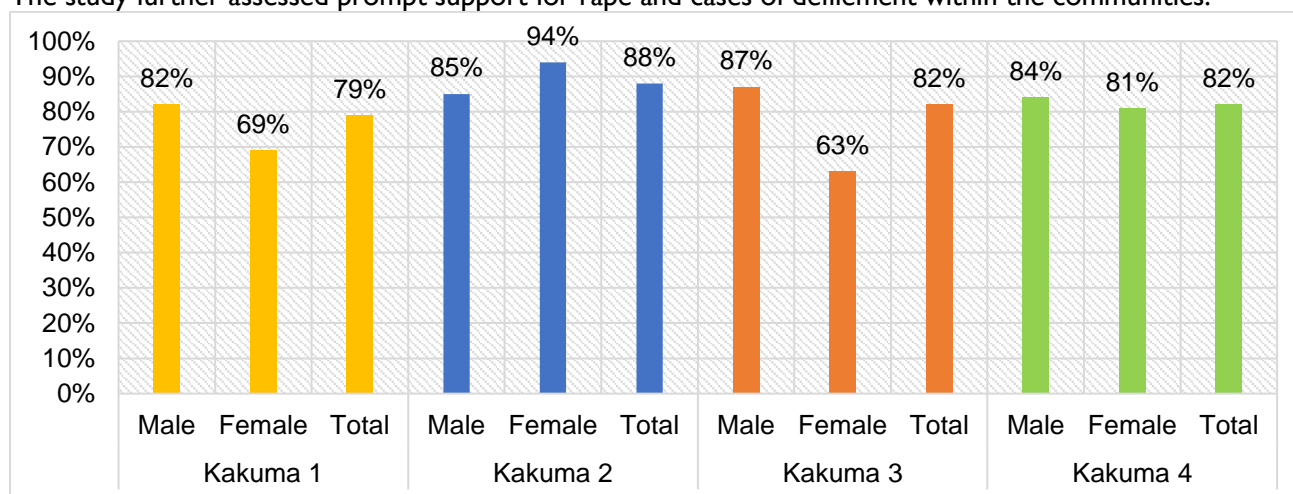


Figure 22: Reporting Prompt Support for Rape and Case of Defilement

Findings show that study participants reporting prompt action and support for rape and defilement victims stood at about 80% for all the camps.

Figure 22 presents PWD preference when accessing education, health, and food distribution services

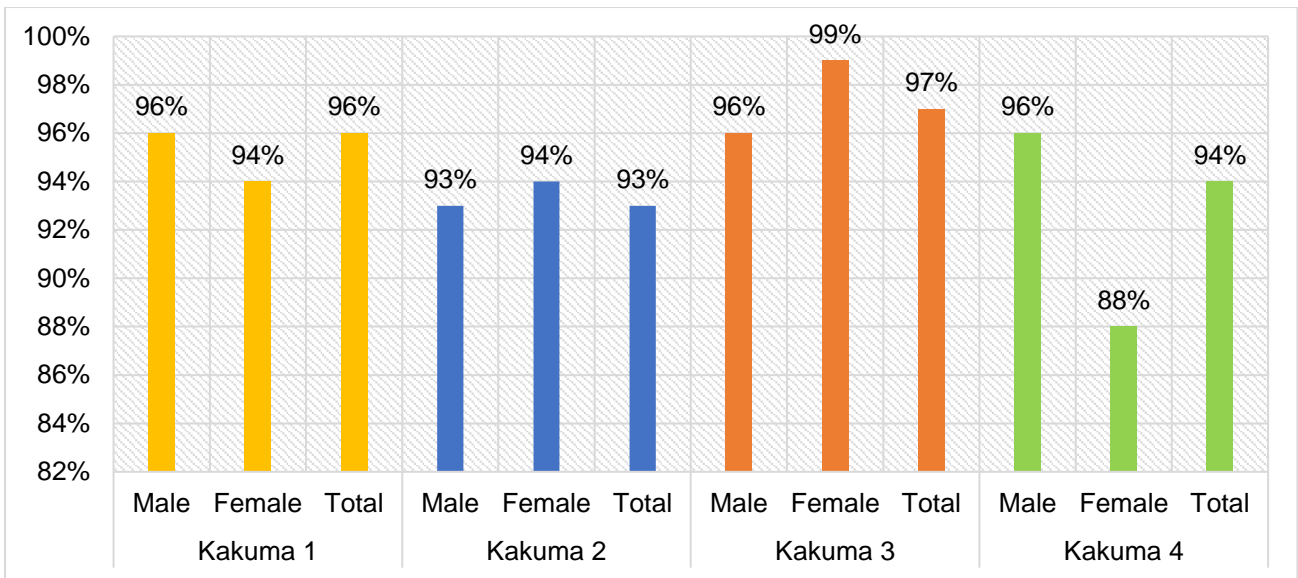


Figure 23: Persons with Disability Accorded Preference in Accessing Services

Findings show that persons with disability (PWDs) now have improved preference or reservation for the services they seek to access. For instance, during food distribution the PWDs have an express queue where they access their food and other accompaniments for the month. Across all the camps, those who reported improvement in preference to access services were above 93%.

The study participants were also asked if there was improvement on fair treatment of the special groups including PWDs, women, children, youth, elderly, and the LGBT communities.

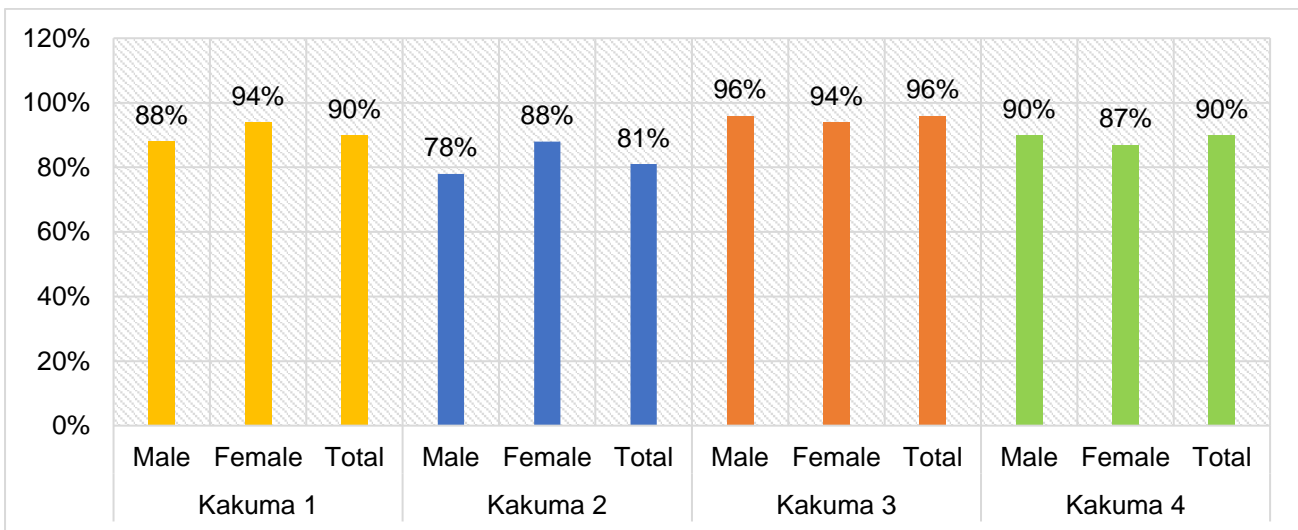


Figure 24: Reporting Higher Improvement on Fair Treatment to Special Groups

Findings show that there was reported improvement on the fairness in the treatment of the special groups in the community. There was reduced harassment of the LGBT community and women have been accorded chance to reach their maximum potential.

6 THE CVA MODEL AND INNOVATIONS OF THE CVA PROJECT

A core question to address in this evaluation report is, “What evidence exists to show that the CVA innovation was actually working or not working?”; and that in the event the innovation is not yielding the hoped-for-results, or unexpected obstacles are encountered then how can this be adjusted or localised to ensure CVA fits the context. To understand this deeply, the evaluator has weighed the Kakuma CVA Innovation project implementation against what the conventional CVA handbook prescribes.

6.1 Assessing the Kakuma CVA Against the Conventional CVA Principles

Table II presents an assessment of the principle application of CVA in the context of refugees

Table II: Measurement of the CVA Principles Against the Refugee Context Innovation

Particulars	Conventional CVA	Kakuma CVA	Notable Innovation
Definition	Citizens Voice Action- Recognises that the citizens (owners of a country/with sovereign power) should hold to account the people that have delegated power to through a democratic process to actualise their human rights, responsibilities, and entitlements in the provision of services and overall governance.	Community Voice and Action- the refugees are not of the land, they have not delegated their sovereign will or power to any one (they are aliens) and by responsible standards should not question the model of governance or service provision.	Human rights-based approach is applied and that every human has fundamental right. The term community is used to substitute ‘Citizenry’ to avoid question of legitimacy but community means ‘the human society that deserves to be treated with dignity and honour.
Audience	Perceived to be active audience with the power to influence their destiny.	Perceived to be passive audience who are just recipient of ‘aid’ or vulnerable because of the immediate circumstances.	Refugees are turned into ‘active’ audience, who believe that is it their human right to be provided with fundamental rights. Their duty bearers become the humanitarian agencies and since they are guided by international law, they must conform to provision of highest quality standards of services.
Particulars	Conventional CVA	Kakuma CVA	Notable Innovation
Voice	Are protected by the Constitution through provision of civic spaces to voice their issues and speak truth to power. Can invent or reinvent spaces to able the participate and capture the provisions of the constitutionally invited spaces	Their voice is protected by the Universal Declaration of Human Rights. They are required to participate in issues that affect them as enshrined in the core humanitarian standards (CHS) and can only develop	Spaces have been created for the refugees to engage with service providers. Refugee voices are amplified through their ‘elected representative’
Action	The citizenry can act through petitioning or even voting out those in power.	The refugee community could equally petition the service providers to improve on their services or request UNHCR to review the services of the agencies	Action plans were drawn and scorecards developed for monitoring changes and progress.
Drive	Self-Empowering Process	Self-Empowering Process	The actions were community driven. The question of sustainability lingers post the project but there are good signs that CVA actions will endure.

6.2 Kakuma CVA Compliance with Core Elements of CVA

6.2.1 Right and Access to Information

Article 19 of the Universal Declaration of Human Rights (UDHR) states that every person has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers. World Vision working closely with Dream Studio ensured that information touching on refugee services especially on food distribution, education, health, security, and child protection reached the community as desired. The CVA project was a

software project that relied heavily on capacity building through training for the community to understand their rights, responsibilities, and entitlement. The training was done through peer to peer learning, where those who attended the trainer of trainers' course, were expected to disseminate the information to the people of their level. There was increased use of notice boards to share information with the refugees or meetings convened to share the messages.

6.2.2 Voice

Voice encompasses the people's innate capacity to express their views and the established ways of channelling their issues both formally and informally and the mechanisms. CVA aims to increase the opportunity and empower the citizens to amplify their voices to influence government processes and services. Kakuma CVA sought to increase the refugee capacity to demand for quality standards in services provided, hold the agencies and the service providers to account, and actualize their rights as humans as is enshrined in the international law and particularly the Universal Declaration of Human Rights (UDHR).

6.2.3 Dialogue

This was the most visible component of CVA in Kakuma during the implementation of the innovation project. Through self-initiated meeting with respective agencies, the refugee leadership under the CVA committees were able to summon different service providers in security, health, education and even in food distribution services. There was structured dialogue to develop mutual understanding and promotion of effective partnership for quality standards of service provision and delivery. It is worth noting that the stakeholder engagement between refugee community or through their leadership and the agencies helped repair and strengthen relationships. Additionally, there is a 'fostered new way of working' where agencies delivering similar services partnering or complementing each other to deliver. A case in question is the 'social accountability' practice of RAS, World Vision, LWF and Dream studio.

6.2.4 Accountability

Accountability is the focus on the need for those in power to take responsibility for their actions or lack of action. CVA aims to increase such relationships in a reciprocal manner. For example, through effective demand and supply of accountability some relationships are developed and even strengthened: Accountability of government to citizens; Accountability of citizen to government, and accountability of citizens to themselves. The vision for the humanitarian accountability in the context of CVA was to: have service providers be answerable; service providers be responsible; and service be ready to remedy any actions or inactions committed in their designated service areas. Refugee have built trust with RAS and are supporting in undertaking monitoring of services and reporting complaints.

6.2.5 Fundamental Refugee Services

Fundamental refugee services that actualize their human rights are delivered through UNHCR and delegated agencies. CVA focuses on basic public services and the quality, efficiency, and accountability by which the refugee fundamental services are delivered to communities. The refugee community participated in assessing the quality of services that they received, discussed with respective agencies on how improve them, and identified better and possible ways of improving service delivery.

6.3 Kakuma CVA Compliance with Core Principles of CVA

The intention of CVA innovation had policy focus. The envisaged impact was the different agencies stick to the core humanitarian standards and ensure that they guided by their policy to provide quality services to the community.

The CVA innovations project has taken the social accountability focus. There are established systems for sharing information, participation in decision making, and raising and redressing of complaints. The CVA committees have worked to strengthen citizen's engagement in monitoring implementation of standards of services and established practices of governing humanitarian aid and service delivery.

The CVA approach applied had the 'Community focus'. The refugee community has betrothed themselves to different service providers. They work in trust and to ensure that there is a right to access quality services. The CVA approach shifts the welfare view, or tokenistic idea towards right-based approach. Refugees considered active audience and engagement with government, and encourage the service providers to offer quality service provision.

Being a software project, the CVA project has facilitated the refugee community with the educated, mobilised, organised, and empowered refugee community and act to better their lot. The CVA committees have worked to amplify the voice of the refugee community and work towards improve the services. Further, all the meetings were organised or summoned by the refugee leadership themselves. The issues were community touching but contextualised to suit specific residency areas. There was no external push or coercion on the refugees to demand for their rights. World Vision role ended at training and capacity development for better engagement with the service providers.

Lastly, the evidence and information shared with the service providers was locally owned. The communities sat and developed their own scorecards and used the information to provide feedback. CVA application was therefore effective and impacting. Through the BOM leaders, parents' associations and children's government, the model has opened the eyes of many people on how services are supposed to be delivered based on what is proposed. According to LWF education program officer, *"Our case before any proposal is done, we normally conduct a needs assessment and the needs are generated from the people, LWF does not just sit and decide that these are what the people need. The needs come directly from the people whether it is on the issue to do with infrastructure or direct services. The needs are put into a proposal and when the proposals are answered and we get funds, LWF goes to the people again to clarify that from what they proposed, what is the amount given. Some of them follow the information to the latter. World Vision the refugees at involved at every stage of the grant including the closures.*

There are three things that may require adjustments in the full roll-out of the project in refugee context. The active implementers of the Kakuma CVA Innovation relied on the young people, predominantly youth. The elders were less involved in the community dialogue and/or petition the service providers. Most of the agencies are headed by adults in middle or advanced ages. It would be important to have people of older or of near their age advocate for some of the issues. Sometimes, the voices amplified are ignored because of the perception that the messenger may not be serious or may be dramatizing. It is therefore important to have people who are senior in age to pass some pertinent information.

Volunteers used were very young – it would be more objective to use mature and effective members. The young people may not be heard as the older men. Older people know how to communicate. I wanted to raise it during evaluation. If the project is to be implemented further, it may be necessary to seek more responsible volunteers to voice the issues. They may not be taken seriously if only the young people are in the forefront. Agencies are led by mature people-the teenager may not be taken seriously-have more elderly people in the project- KII informant

Secondly, UNHCR has given the mandate to all the service providers to act her behalf and ensure the rights of the refugees are actualised. If UNHCR has not acted on those who provide low service standards or do not provide services as envisioned, then one would question their commitment to quality service provision. The agencies would not be bothered if it is the refugees voicing their concerns and UNHCR does not question their quality of services yet they are the ones providing resources. Providing substandard or low-quality services should be punishable. This could be integrated into a new policy framework if impact is to be realised.

"If the project was to be brought by UNHCR, if World Vision engages the beneficiary versus the service provider, and the person who has given me the money does not question my services, then why should I be worried? UNHCR can have a buy in, engage World Vision for enhanced social accountability. There would be some huge impact if this could happen. UNHCR has not fully owned the CVA project – Key informant speaking in confidence.

Thirdly, reliance on camp leaders as champions is a good but this is likely to be affected by the changes made during elections where new people assume leadership roles. Because the representatives are often elected after every two years, a key challenge could be presented by the new lot coming not able to understand the CVA process. It therefore means that CVA should be institutionalised within RAS so that the newly inducted leaders are taken through the process.

Plate 8 presents the meeting CVA committee meeting held at FDP 4 and presentation of report on the monitoring of services.



Plate 8: Refugee CVA Meeting in Progress at Food Distribution Point 4

There were no noticeable external factors that influenced the achievement of CVA outcomes. The support of UNHCR was absolute, that is why World Vision was given the green light to implement the project, that is why agencies such as LWF partnered with World Vision and participated in their meetings. However, UNHCR may need to go beyond the goodwill and actively support some of the recommendations and issues raised.

There were no unintended outcomes of the project reported at the time of its implementation. There was an initial misconception that implementation of the CVA together with the awareness on rights created in the camp would destabilize the camp. This has been disapproved as it turned out that the project served to improve on partnerships and cohesiveness.

6.4 Challenges Encountered in The Project Implementation

At the beginning of the CVA project implementation, the UNHCR, which is the foremost agency handling refugee affairs in Kakuma Camp was apprehensive at the CVA project. This led to a slow and disjointed start of the project and it is not clear whether it has overcome such fears. It was not clear of the unintended outcomes especially on the relationship between agencies themselves and with refugee beneficiaries. Being that refugees are not citizens with sovereign will or legitimacy to donate, it was somewhat not clear how this would be received in the community.

Secondly, some of the elected community leaders could not speak English with the humanitarian agencies working in Kakuma Refugee Camp. Because of the many different nationalities in the refugee camp, understanding each other was a challenge. Therefore, language became a barrier to communication and vital information could have been lost in the process of translation or during engagements.

At the initial stages, some humanitarian agencies would skip scheduled meetings with community leaders. This led to frustration with the community representatives feeling that the agencies took them for granted since they could not raise community concerns in their absence. Individuals in the communities resorted to attacking these agencies on online platforms and this created further wedge between them.

Being an entirely new concept in humanitarian response to emergencies at the refugee camp, the project was received in some quarters with suspicion and it was common for the CVA leaders to encounter resistance, and as posed by respondents during an FGD with persons with disability, be asked rude questions such as, “*why are you here?*” This could be due to the perception that CVA was less important about service delivery in a refugee camp setting.

Although there has been improvement in the response rates by humanitarian agencies on issues that directly affect the refugee population at Kakuma camp, there are instances that response to critical and urgent concerns by the community leaders to humanitarian agencies delayed. This led to restlessness of the communities that were targeted by the CVA project.

The evaluation discerned that CVA leaders faced transportation challenges and had to trek for long distances to reach the target communities due to the vastness of the refugee camp. Critical time could have been lost because of this. There were also concerns that some CVA groups did not get paid and incurred personal expenses that should have been facilitated by the project. It is therefore possible that this could have affected the implementation of the project.

Implementation of some of the action depended on donor funding which has experienced shift commitment, and this hampered actualisation of some the committed services. For instance, low funding did not allow for provision of adequate school infrastructure as committed. COVID-19 pandemic has starved the service providers of funds and the current donor commitments shifting to addressing its effects. Some agencies are experiencing high staff turnover and the project implementers such as teachers, and medical personnel change from time to time.

Lastly, the policies of government and those of UNHCR have not been harmonised. This can generally hamper implementation of different projects.

7 LESSONS LEARNT FROM THE CVA PROJECT IN REFUGEE CONTEXT

Lessons include best practices that can be replicated in the refugee context in any part of the world. This evaluation harvested several useful lessons from the implementation of the CVA project. One such lesson is that community leaders are an important bridge that link humanitarian agencies, host country officials and the UNHCR in ensuring that priority needs of refugees are identified, highlighted, and appropriately addressed. Involvement of community leaders in the CVA project was a key factor that contributed to positive outcomes in the targeted community.

Further, it is critical to understand the context of refugee camps to easily reach the targeted communities through their leaders at the lowest units, which in Kakuma Refugee Camp is the household. The refugee household set-ups are not all composed of blood relations but in many cases, people are put to live together. They may not have common interests but is a question of convenience. There are child-headed households that may require special attention especially in their participation and voicing out their concerns.

Dialogue sessions and meetings that bring together community leaders and implementing agencies is crucial in addressing accountability issues and misconceptions that may arise because of poor communication and engagement strategies.

The CVA approach requires the participation and active involvement of rights holders on the one hand and duty bearers on the other to be meaningfully implemented. Capacity building on processes, strategies, and approaches for undertaking social accountability actions in refugee settings are critical components for the success of CVA projects.

Things are changing, from aid to empowerment. There is bamba material³, there is cash for shelter. Globally, there is a shift from direct aid to empowering community for self-reliance. This is the new frontier for humanitarian aid, so embracing the CVA approach and ensuring that refugees work towards improving their engagement with service providers would be a milestone.

Lastly, threshold of accountability by humanitarian agencies under UNHCR and coordinated by RAS should include elements and principles of CVA. If UNHCR takes it serious to even punish or cancel licence or agreements of organisations that do not apply Core Humanitarian Standards, Sphere and Social Accountable as demonstrated by CVA, then it will be very hard to improve service delivery. RAS must continue taking their monitoring of service delivery functions seriously and begin developing performance scorecards (as piloted in CVA) and prescribe fines for poor service delivery.

³ This is a concept to refugees buy materials for building or repairing their homes, within the mobile wallet voucher system

8 CONCLUSIONS AND RECOMMENDATIONS

Although the CVA project has come full cycle, WVK should consider mobilizing her partners, the Refugee Affairs Secretariat, the UNHCR and other humanitarian agencies working in Kakuma Refugee Camp to continue advocacy for speedier enactment of the Refugee Law which is currently a Bill in the Kenyan Parliament and has undergone the third reading. This is important in the sense that if enacted, the Bill, which is seen as a progressive piece of legislation, will go a long way to guarantee the rights and entitlements of refugees in Kenya.

For future CVA programming in Kakuma and any other refugee context in the jurisdictions where it works, World Vision should consider intensified development and distribution of information booklets, IEC materials on refugee rights and entitlements such as fliers and video messages that can then be placed and or played at the reception to help newly arrived refugees to appreciate their new environment as well as their rights under international and host country laws.

Based on the achievements of the CVA project, the evaluation recommends that being a child-focused organization, WVK should in future programming, consider extending the project to pupils and students in schools and youth out of schools to help nurture their instincts on social accountability early in their lives in recognition of the mantra, “*nothing for us without us*”. This will be important since the CVA project as designed placed a lot of emphasis on adults and little focus on children who are growing and will at one point become adults.

To consolidate the gains already made by the project, it would be prudent for WVK to put in place mechanisms to ensure that the CVA working groups find continued support from the humanitarian agencies active in Kakuma Refugee Camp in order to carry on with the noble work that has impacted positively on the communities they serve and for which they have dedicated themselves to since 2018.

More importantly, WVK should consider ways through which the CVA could be institutionalized especially at the RAS to ensure that anytime new leaders are elected by the refugees, the RAS inducts these representatives on the CVA process, principles, and practices. This will enable continuity of CVA at Kakuma Refugee Camp.

While the CVA project has resulted into improvement of the feedback mechanisms in Kakuma Refugee Camp, the study recommends that WVK should institutionalize information sharing and accountability within its programs as a social accountability measure and help amplify the voices of communities it works with in Kakuma. It may also be critical for WVK to enhance the coordination between her and partners to continue improving the effectiveness of feedback mechanisms already in place.

During the validation meeting held virtually on 4th December, 2020, the main concern raised by the participants particularly CVA leaders was after end of project what? The main outcome of a protracted discussion was that RAS was to take over monitoring and implementation of the CVA approach. The following some of the suggestions to sustain the CVA work in Kakuma Camp:

- a) World Vision Kakuma team to organise a handover and transition meeting between selected CVA leaders and the RAS team to familiarise and have RAS adopt the teams.
- b) World Vision Kakuma team to help teams that want to operate formally to be registered by RAS.
- c) World Vision Kakuma team to work towards mobilisation of funding to continue a replica project of CVA for the next 3 years.
- d) Selected CVA teams particularly with interest in child interest issues and development to be transitioned and incorporated into the Joining Forces Alliance for Child Protection project by World Vision and other child focused agencies.
- e) The trained CVA committee are requested to train and orient new members on the CVA values, principles, and implementation.

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APPENDICES



WVK_Kakuma_CVA_WVK_Data_Final.zip
Eval_Tools.zip



Kakuma CVA Project
Evaluation TOR.doc



Kakuma CVA Project
Evaluation TOR.doc



Summary of
Indicators.pptx

Summary of Indicators

	Key indicator or #1	Key Indicator #2	Key Indicator #3	Direct Beneficiaries	Indirect Beneficiaries	Total Beneficiaries
	# of community led monitoring and dialogue	# of effective partnerships with strategic advocacy networks and coalitions at national and regional levels.	Proportion of World Vision's key stakeholders/duty bearers who show an increased awareness of and/or support for our demands. Number of community members engaged in CVA community gathering.			
Cumulative LOP to Date**	32	4	8	26 groups (900)	30736	31546
LOP Targets	16	2	4	300	35608	35,608

**Second Quarter of FY 2020 (Two quarters activities hampered by COVID-19 Pandemic (LOP-Life of Project))

OUTCOME MATRIX

Impact statement- Improved services and increased voice for refugees		
	Outcome Description	Indicator
1	Increased awareness and empowerment of refugee rights to access education and protection services	Proportion of community members reached with CVA activities, who have advocated to local government officials or political leaders on education issues. % of community that can name 2 key policy/entitlement issues
1.1	Increased awareness of government policies on refugee rights to education	# of community led monitoring and dialogue
1.2	Strengthened collaboration and networking among partners in the refugee camp.	# of effective partnerships with strategic advocacy networks and coalitions at national and regional levels.
2	Improved engagement and dialogue between refugee representatives, host governments and service providers, especially in education	% of project partners feel that the trust among partners is well-maintained throughout the partnership by mainstreaming, transparency, and mutual respect.
2.1	Increased engagement between service providers, beneficiaries, and local government	Proportion of World Vision's key stakeholders/duty bearers who show an increased awareness of and/or support for our demands. # of community members engaged in CVA community gathering.
2.2	Increased consensus between refugees and camp & host community service providers on improving education service delivery.	# of MOU's or agreements between communities and national government/ decision makers to jointly monitor service provision or entitlements. # of issues on which the local community is in dialogue with local decision makers
3	Improved government implementation of host country commitments and access to services, especially education for children (via advocacy and CVA)	Proportion of community members who report increased responsiveness of service education service providers to communities
3.1	Action Plans developed and implemented	Proportion of action points developed though CVA that have been implemented #/% of service facilities improved based on the community scorecard and action plans
3.2	Advocacy and policy influence sustained at county and national level based on findings from CVA processes at local level	# of programmes supporting communities to advocate through implementing local level advocacy interventions # of evidence-based policy or service improvement/recommendation emerging from community action plan presented to decision makers
4	Documented applied learning for replication in other WV countries and refugee projects	Quantity of lessons learnt, impact (change) stories and best practices documented and disseminated
4.1	Project efficiently and effectively managed	Proportion and quantity of activities effectively implemented on time as planned