Mixed Migration Centre

4Mi Cities:

Data Collection on Urban Mixed Migration

Kampala City Report

July 2022

Mixed Migration Centre

DRC DANISH REFUGEE COUNCIL

MMC Mayors Migration Council

UKaid from the British people

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Lauren Parnell Marino.

Kampala city centre, July 2016.

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About this report

This city report presents the work carried out by the Mixed Migration Centre and the Mayors Migration Council (MMC²) in Kampala, as part of the 4Mi Cities project.

In close partnership with city governments at the frontline of refugee and migrant reception and inclusion, 4Mi Cities collected data on the needs, assets and aspirations of urban refugees and migrants as they interact with local policies and services in three East African cities (Arua, Kampala and Nairobi). Data collected will be used by city governments involved in the project, as well as humanitarian and development actors, to improve their current migration policies and responses at city level.

The research methods, data sources and analysis structure are aligned across the project cities, to allow comparisons between the specific situation of refugees and migrants across locations. The other reports can be found here:

4Mi Cities: Data Collection on Urban Mixed Migration - Nairobi City report
4Mi Cities: Data Collection on Urban Mixed Migration - Arua City report

The 4Mi Cities project in East Africa was supported by the Foreign, Commonwealth and Development Office (FCDO) of the United Kingdom. The views expressed herein should however not be taken, in any way, to reflect the official opinion of FCDO. Responsibility for the content of this report lies entirely with the Mixed Migration Centre and the Mayors Migration Council.

About the Mixed Migration Centre

MMC is a global network engaged in data collection, research, analysis, and policy and programmatic development on mixed migration, with regional hubs hosted in DRC regional offices in Africa, Asia, Europe and Latin America, and a small global team in Geneva.

MMC is a leading source for independent and high-quality data, research, analysis and expertise. MMC aims to increase understanding of mixed migration, to positively impact global and regional migration policies, to inform evidence-based protection responses for people on the move and to stimulate forward thinking in public and policy debates on mixed migration. MMC's overarching focus is on human rights and protection for all people on the move.

MMC is part of and governed by the Danish Refugee Council (DRC). While its institutional link to DRC ensures MMC's work is grounded in operational reality, it acts as an independent source of data, research, analysis and policy development on mixed migration for policy makers, practitioners, journalists, and the broader humanitarian sector.

For more information visit: www.mixedmigration.org
and follow us at: @Mixed_Migration

About the Mayors Migration Council

The Mayors Migration Council (MMC) is a mayor-led organization that helps cities shape national and international action on migration and displacement. Its mission is to ensure that global responses to pressing challenges—from pandemics to the climate crisis—both reflect and address realities on the ground for the benefit of migrants, displaced persons, and the communities that receive them.

To fulfil its vision, the Mayors Migration Council secures cities' formal access and representation to national, regional, and international policy deliberations; builds cities' diplomatic, advocacy, and communications skills so they can effectively influence decisions; unlocks technical and financial resources to cities so they can deliver better outcomes on the ground; and helps cities implement local solutions efficiently and at scale to accelerate global commitments.

Created by mayors for mayors, the Mayors Migration Council is a nimble team of political advisors and urban practitioners led by a Leadership Board composed of the mayors of Amman, Bristol, Dhaka North, Freetown, Kampala, Los Angeles, Milan, Montevideo, Montreal, and Zürich. It is managed as a sponsored project of Rockefeller Philanthropy Advisors and operate with the institutional support of Open Society Foundations, the Swiss Agency for Development and Cooperation, and the Robert Bosch Stiftung, in addition to other project-based donors.

For more information on the Mayors Migration Council visit their website: www.mayorsmigrationcouncil.org

Contents

List of acronyms

DRC	Danish Refugee Council
DRC	Democratic Republic of the Congo
KII	Key informant interviews
INGO	International Non-governmental Organization
IO	International organization
IOM	International Organization for Migration
JLIRP	Jobs and Livelihoods Integrated Response Plan
KCCA	Kampala Capital City Authority
OPM	Office of the Prime Minister
NGO	Non-governmental organization
RSD	Refugee status determination
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees

Maps, tables and boxes

Annexes

Summary and key findings

This report aims to fill information gaps on the experience of refugees and migrants in Kampala. It is based on survey data, key informant interviews and secondary sources. After a short introduction on the city's mixed migration dynamics and the local responses to these movements, the report presents the main findings of the project. The report concludes by specifying the implications of the findings for policy and programming, and recording the outcomes of the project: the city's uptake of the evidence and their commitments on policy and programming for refugees and migrants.

Key findings from the surveys administered in Kampala include:

1. **Kampala is a place of refuge for people from several countries,** including Somalis, Congolese, South Sudanese, Burundians and Rwandans, among others. The majority of respondents left their countries due to violence and insecurity (64%) and generally felt safe in the city, with 83% rating their neighbourhood as safe/very safe. However, 25% of respondents reported being victims of crime or attempted crime in the city.

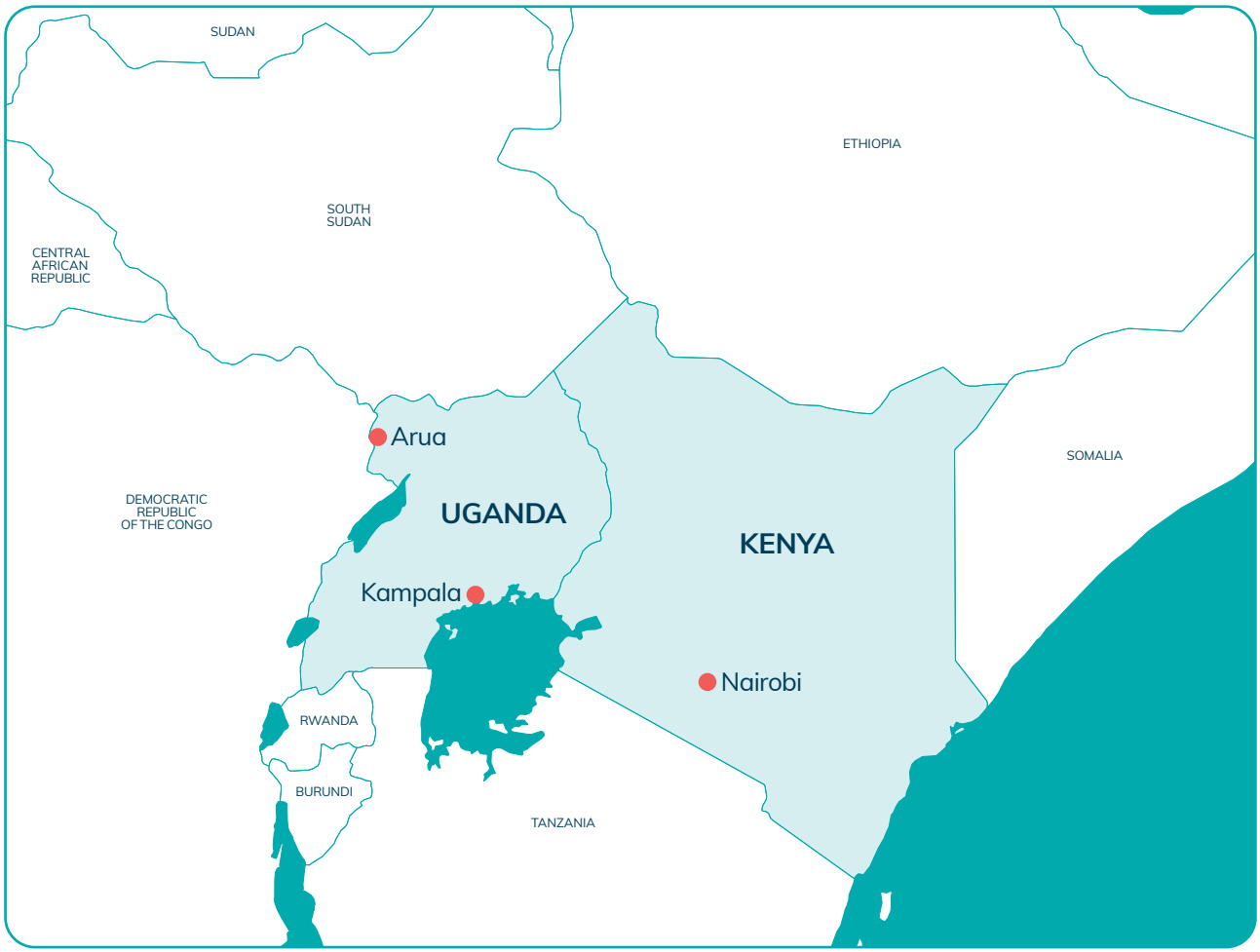
2. **Integration and peaceful coexistence in the city remain a challenge for many respondents.** 51% of respondents felt discriminated against, which was more frequently reported by those who had been in Kampala for longer; for those with more than 5 years' stay in Kampala, 66% cited discrimination compared with 17% for those with less than 1 year stay. Most discrimination was based on nationality, at 73%, followed by ethnicity at 27%. To cope with this, respondents rely on personal support systems with 44% turning to relatives for support, 43% to neighbours/friends and 39% to fellow refugees and migrants.

3. **The city offers diverse opportunities to refugees and migrants.** The ability to make a living is key to enjoying a satisfactory standard of life and Kampala to some extent offers this to refugees and migrants. 63% of respondents were earning an income at the time of the interview with the majority working in small businesses, at 53%. Further, refugees and migrants said the city provides other opportunities such as education (44%), and healthcare (42%).

4. **Kampala is a destination,** with 72% planning to stay in the city for the foreseeable future. Also, more than half of the respondents had been in the country for more than 5 years (58%). However, 18% still wanted to proceed to a third country, with United States of America and Canada being the top preferences.

5. **91% of respondents had the necessary documentation to legally reside in Kampala**. The majority of respondents were refugees (74%), followed by asylum seekers at 8%. Additionally, 68% said all their household members had documentation.

Map 1. Project locations



About the 4Mi Cities project

Localized data and analysis on migration are often limited, hampering city government decisions and policy development. The Mixed Migration Centre and the Mayors Migration Council (shortened to MMC², given the matching acronyms), working in close partnership with three city governments, have designed and implemented a data collection project, 4Mi Cities. MMC developed and applied a new 4Mi toolkit to find out specifically about refugees' and migrants' urban experience in a way that can support improved policy and service provision at the city level. The East Africa component of this project, focussed on Arua, Kampala and Nairobi, follows a similar study on three cities in Latin America (Medellín, Barranquilla and Mexico City).

What is 4Mi?

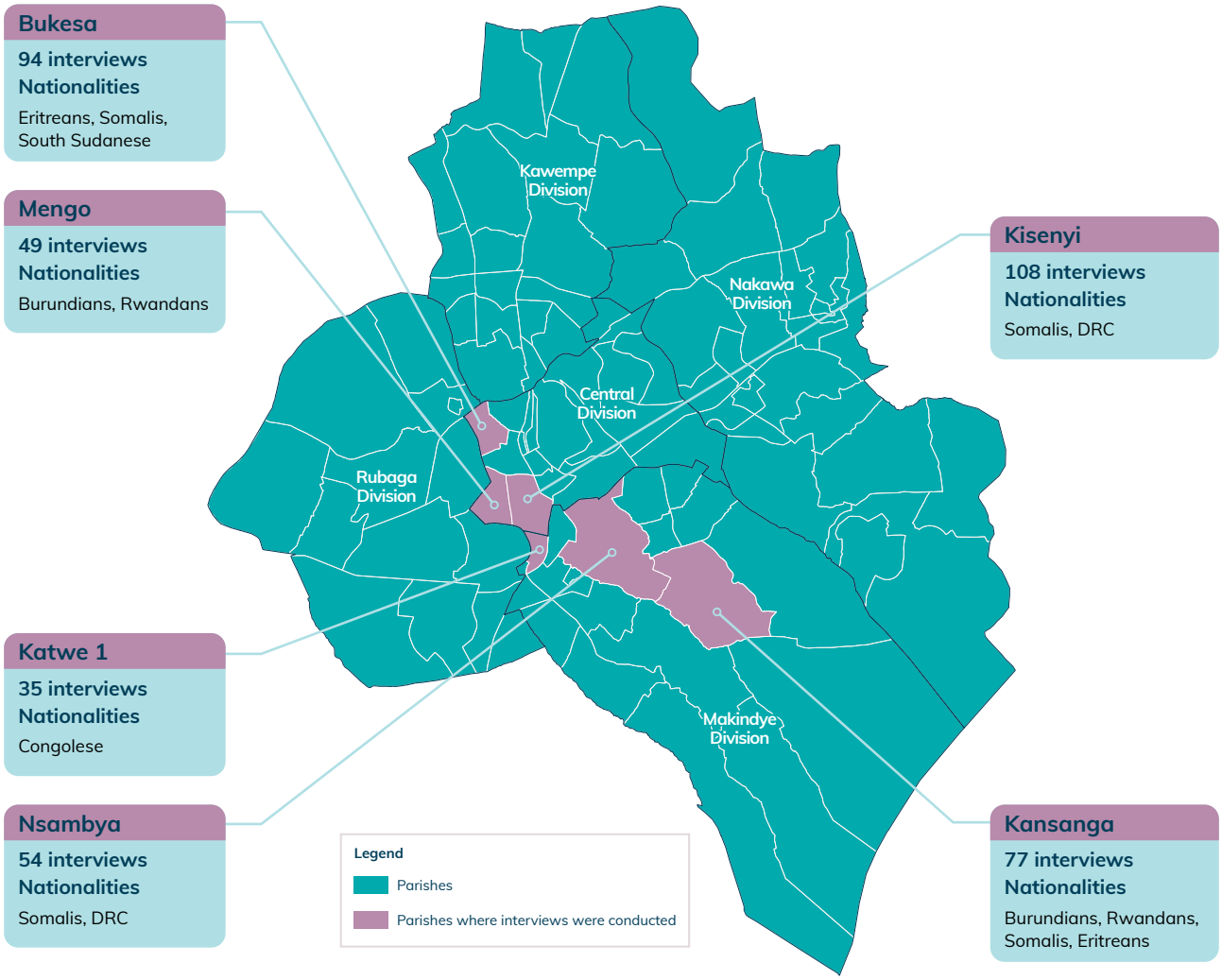
Set up in 2014, 4Mi is a unique network of field enumerators situated along frequently used mixed migration routes and in major migratory hubs. It aims to offer a regular, standardized, quantitative and globalized system of collecting primary data on mixed migration. 4Mi predominantly uses a closed-question survey to invite respondents to anonymously self-report on a wide range of issues, which results in extensive data relating to individual profiles, migration drivers, means and conditions of movement, the smuggling economy, aspirations and destination choices. 4Mi data allows MMC and its partners to inform migration policies, debates and protection responses for people on the move through the production of high-quality quantitative analysis.

Like many other urban centres, the three cities included in this project – Arua, Kampala and Nairobi – all host refugee and migrant populations. Whether they represent an intended final destination or not, the cities offer economic opportunities, access to services and a diaspora community, but at the same time, barriers such as xenophobia and

lack of knowledge regarding available services and programmes persist. In addition, access to services is often tied to a regular immigration status, which can be difficult to obtain outside of a camp setting. Access to livelihoods can also be a challenge, along with housing. City governments have made efforts to meet refugees' and migrants' needs by developing policies, and designing assistance programmes, but gaps persist.

4Mi Cities aims to build evidence to better inform local responses to mixed migration in cities and create a strong case for national and international legal, fiscal and policy frameworks that enable cities to provide necessary services to refugee and migrant populations. The data collected will be used by city governments involved in the project, as well as humanitarian and development actors, to improve their current migration policies and responses at city level.

Map 2. Kampala and data collection locations



1. Methodology

The research questions that the 4Mi Cities project set out to answer are:

1. What are the profiles of refugees and migrants in Kampala?
2. What are the reasons behind their decision to choose Kampala as a destination?
3. What are the protection risks and challenges they face in the city?
4. What are the opportunities that refugees and migrants encounter?
5. What access do they have to services in the city?
6. Are refugees and migrants satisfied with their decision to migrate to Kampala and what are their future intentions?

The 4Mi Cities project took a mixed-methods approach, including a context analysis, key informant interviews, quantitative research as well as several consultation and validation workshops. The project in Kampala was conducted between August 2021 and March 2022 and was based on the following activities:

- **Urban context analysis**, largely based on secondary sources and a limited number of key informant interviews with Kampala Capital City Authority (KCCA) staff and sector actors.

- **Three workshops with mixed migration actors.** Experts from the public and private sector, IOs, NGOs and UN agencies participated in: i) a mapping workshop to determine key locations where the target population lives and gathers and to identify sites for data collection; ii) a survey workshop to ensure that the information to be collected by the project would fill gaps and meet the needs of local actors and iii) a validation workshop to discuss results with city government staff and other local actors.

- **417 surveys with refugees and migrants** across refugee and migrant hosting sub-county locations in Kampala, conducted by 9 4Mi Cities enumerators, 3 of whom were Kampala Capital City Authority (KCCA) staff.

The 4Mi Cities survey covered six main themes relating to the research questions: demographic and migration profiles; housing; access to services (healthcare, mental health and education); livelihood opportunities and challenges; safety and security and life in the city (interactions with the local population, with city government and NGOs, access to public places and transportation, among other topics). The closed-question survey of 91 questions was answered only by refugees and migrants (18 years and older) who had been residing in Kampala.

Several limitations to the data are worth noting. As the 4Mi Cities sampling process was not randomized and seven specific data collection sites were prioritized, the survey responses are not representative of the entire refugee and migrant population in Kampala. Additionally, the responses of participants in the 4Mi Cities survey cannot be independently verified, although they were triangulated with existing studies and primary qualitative data, and there may be response bias. Nonetheless, the findings from the survey can provide important insights into the life of refugees and migrants in Kampala. Informed consent and anonymity were communicated clearly with participants before, during, and after the surveys.

The next section of the report will present the context overview, based on the secondary data review and key informant interviews. The report then presents analysis of the survey results, according to the themes in the research questions.

2. Context overview

2.1 Migration dynamics in Kampala

Kampala's population is growing by nearly 4% every year. This growth is occurring predominantly within Kampala's low-income and/or informal areas, where approximately 32% of the city population lives and where refugees and migrants disproportionately reside. The capital of Uganda, Kampala is home to an estimated 1.75 million people but up to 4.5 million move in and out of the city for work, often on a daily basis.[1]

As of October 2021, Kampala hosted an estimated 74,000 refugees and 24,316 asylum seekers, equivalent to roughly 5.8% of all refugees and asylum seekers in Uganda.[2] 62% of refugees and asylum seekers are women and children, with just over a quarter aged between 15 and 24.[3]

The total figure of refugees, asylum seekers and migrants in the city is estimated to be much higher as it is difficult to obtain an accurate estimate of (unregistered) migrants in Kampala, and those who have received refugee status elsewhere in the country might not be registered as residents in the capital. Contrary to refugees and asylum seekers, there is no official database of this population and the fact that they are commonly in transit or under the radar makes them even more difficult to track. Information on urban mixed migration movements including all groups is therefore largely unavailable, with a focus in programming and service responses towards refugees and asylum seekers. In 2020, unofficial estimates placed the number of people with "similar characteristics to refugees", including migrants with profiles vulnerable to protection incidents and/or in need of assistance, in the city

1 Kampala City Statistical Abstract, 2019
2 UNHCR (2021). Uganda - Refugee Statistics October 2021; Rigaud, K. K, de Sherbinin, A., Jones, B., Casals, F., Taeko, A. and Adamo, S. (2021). Groundswell Africa: A Deep Dive into Internal Climate Migration in Uganda. World Bank, Washington, DC.
3 UNHCR (2022). Uganda- Refugee Statistics April 2022

at 300,000.[4] Refugees in Kampala are predominantly from Somalia, the Democratic Republic of the Congo (DRC) and Eritrea and tend to live in poorly developed suburbs including Kisenyi, Makindye, Kirombe, Kasaato and Bwaise, where infrastructure is lacking.[5]

Many refugees arrive in Kampala directly from their country of origin, without having entered a refugee camp.[6] Others have transited through or temporarily settled in settlements in rural areas of Uganda before making it to Kampala.[7] With the intention to move to Kampala as part of their livelihood strategies, refugees leave these settlements due to the confinement of settlement life and its limited opportunities, and to better fill basic needs and improve security. During the Covid-19 pandemic, urban refugees' livelihoods were hit by the impact of movement restrictions and its toll on the local economy, as well as a reported increase in stigmatization of foreigners,[8] and information on resettlement to third countries remained a key need in Kampala.[9]

In terms of national refugee legislation, Congolese (DRC), Burundian and South Sudanese refugees receive prima facie refugee status while people of other nationalities go through individual refugee status determination processes. Urban refugees in Kampala are required to register at the Refugees Desk of the Office of the Prime Minister. Refugees who have not come to the city upon arrival, and who choose to move out of refugee settlements where they initially settled to move to Kampala, officially forfeit their entitlement to humanitarian assistance and must provide for themselves in accessing services and generating income and assets. However, at the same time, some assistance programs and projects are in place to specifically target urban refugees.[10]

2.2 Local responses to migration

Kampala is governed by the Kampala Capital City Authority (KCCA), which falls under the direct supervision of the national Ugandan government. The KCCA was enacted in 2010, replacing the Kampala City Council, in an effort to centralize the administration of the city under the national government. The city has five divisions: Kampala Central, Makindye, Kawempe, Nakawa and Rubaga, themselves divided into parishes/wards and further into villages/cells.

A key informant noted that the KCCA structure currently operates mainly at the division level, but in an effort to decentralize and localize development, the parish is being placed at the centre of socio-economic and urban development through revisions to the Parish Development Model (falling under the Ugandan National Development Plan III). This should enable both central and local governments to situate services closer to communities – including refugees and migrants – through expanded public-private engagement for job creation, financial inclusion and economic growth.[11]

The legal framework for the socio-economic inclusion of refugees lies in the Comprehensive Refugee Response Framework (CRRF), which underpins Uganda's progressive refugee principles and policies aimed towards strategies to promote refugee self-reliance. The CRRF steering group is developing the Jobs and Livelihoods Integrated Response Plan (JLIRP) for refugee and host communities in Kampala and other urban areas and settlements in Uganda. The JLIRP is a sustainable response to refugee and host communities, with a focus on increasing self-reliance and resilience by increasing the income derived from economic activities in both wage employment and self-employment. The JLIRP identifies key infrastructure to support employment activities, including transport, energy and digital connectivity.[12] The plan will address social cohesion between refugees and host communities, promote economic opportunities and growth, income and food security as well as inclusive urban development and planning by 2025.[13]

The CRRF is embedded within the framework of the Refugee Act (2006) allowing refugees freedom of movement, and the right to work, establish a business, own property and access national services, including primary and secondary

4 Saliba, S. and Silver, I. (2020).Cities as partners: the case of Kampala; Silberman, A. (2020). Empowering Uganda's Forgotten Refugees.
5 Bukuluki, P. et al. (2020). The socio-economic and psychosocial impact of Covid-19 pandemic on urban refugees in Uganda. Social Sciences & Humanities Open. Vol. 2(1). pp.1-5
6 Macchiavello (2011). Livelihoods strategies of urban refugees in Kampala
7 Kampala, UGANDA - Urban Refugees | Urban Refugees(urban-refugees.org)
8 Bukuluki, P. et al. (2020). The socio-economic and psychosocial impact of Covid-19 pandemic on urban refugees in Uganda. Social Sciences & Humanities Open. Vol. 2(1). pp.1-5
9 World Bank (2020). Monitoring Social and Economic Impacts of COVID-19 on Refugees in Uganda: Results from the High-Frequency Phone Survey First round (October/November 2020)
10 Keith Mark, N. (2021). "Participatory Arts: Bridging Refugee Settlements and Urban Areas." Refugees in Towns Project Report, Feinstein International Center, Tufts University
11 Rugadya, N. (2021). The Parish Model. Government's new shot at inclusive development
12 Mglsd. (2021). Jobs and Livelihoods Integrated Response Plan
13 UNDP (2021). Govt, UNDP Launch Jobs and Livelihoods Plan for Refugees, Host Communities

education and healthcare. This creates a conducive environment for pursuing development-oriented planning for refugees and host communities.[14] The government also addresses these needs embedded in legislation through the National Development Plan II & III.[15] However, refugee numbers and indicators are not mainstreamed into either the National Development Plan II or District Development Plans. A lack of financial resources, partly attributable to this data and information gap in development and response plans, make it difficult for the refugee response services to reflect the conducive policy framework. Moreover, there is currently an assumption that Ward Administrators and local leaders know the issues in the areas they represent, when in reality lack of knowledge on refugee profiles, needs and vulnerabilities or systematic discrimination towards refugees can mean their priorities are overlooked in budget and planning meetings.

While the national legal framework and policies in place cater towards refugees, migrants and other groups engaging in mixed migration who are residing in or transiting through the city might experience a gap in service provision. Most migration programs are designed with refugees in Kampala in mind, given their relatively high numbers. That said, programs such as KCCA's Global Cities Fund for Migrants and Refugees project[16] seek to deliver financial relief and improve the livelihoods of both refugees and registered and unregistered migrant families that were hit hardest by the Covid-19 pandemic.

3. Profile of 4Mi Cities respondents

3.1 Survey respondents

417 migrants were interviewed for this project: 53% of respondents were men and 47% were women. The majority of respondents were 18-34 years old (60%) and were refugees (74%). Respondents were well educated: 48% had completed secondary school and a further 20% had a university degree. Only 6% had not completed any schooling. Almost half (49%) of respondents were single and 42% were married.

The average household consisted of 4.9 people; in total the survey gathered data on 2,073 people. More than half of all households (54%) included at least one child and the average number of children per household was 3.0. 38% of households had at least one person with specific needs, including breastfeeding women (43% of those with specific needs) and pregnant women (31%).

Table 1. Profile of respondents

Country of nationality	Women	Men	Total
Burundi	29	19	48
Democratic Republic of the Congo	53	57	110
Eritrea	7	30	37
Ethiopia	3	7	10
Kenya	1	0	1
Rwanda	17	25	42
Somalia	42	77	119
South Sudan	27	23	50
Total	**179**	**238**	**417**

14 Government of Uganda Ministry of Gender, Labour and Social Development (2021). Jobs and Livelihoods Integrated Response Plan for Refugees and Host Communities in Uganda
15 GoU. (2015). Second National Development plan (NDPII); GoU. (2020) Third National Development Plan (NDPIII)
16 Mayors Migration Council, Kampala for All: Safety Nets for Recovery

4. Results: Life in Kampala[17]

Kampala is a long-term destination to most respondents with 72% of respondents having no plans to leave in the immediate future and 58% having been in the city for more than 5 years. This is perhaps encouraged by the generally good relations with local population in the neighbourhood and at work, reported at 68% and 69%, respectively. Nonetheless, there is evidence that some refugees still hope to be resettled to a third country.[18] For example, 18% of respondents were planning to move on, with United States of America and Canada being the top picks.

> *"In Uganda, I am secure and I can do everything I want if I have my money. Life is not easy in the city but I'm trying with the little I have, I feel good to be in Uganda and I can't go back to my country."*
> **35-year-old male refugee from DRC**

> *"I feel I belong here, I want to be Ugandan."*
> **26-year-old female migrant from DRC**

Respondents feel safe and many can earn an income in Kampala. The top reasons for leaving the country of origin were violence, insecurity and conflict at 64% and economic reasons at 39%. In Kampala, 83% of respondents feel safe/very safe in their neighborhood and 63% are able to earn an income.

> *"I came as a poor man so Kampala is a town of opportunities"*
> **52-year-old male resident from Rwanda**

Social cohesion is a critical issue as more than half of respondents felt discriminated against (51%). Disaggregated by country of origin, those most often reporting discrimination were Congolese (49%) and Burundians (48%).

Life in Kampala has met and exceeded expectations for most migrants. 23% of respondents said life in Kampala was the same as they expected. 40% said the city had been easier/much easier than they expected. The rest (37%) found life in Kampala to be more difficult or much more difficult.

4.1. Documentation and regularization

A vast majority of respondents were documented (91%). 68% said all members of their household had documentation and another 20% said some of their household had documentation. Those without documents (n=122) indicated most often that they were at risk of harassment (29%), arrest (26%) deportation (22%). By nationality, those most often without documents were Congolese (14%), Eritreans (14%) and Somalis (9%).

> *"It's challenging when you don't have migration papers."*
> **33-year-old male refugee from Somalia**

The majority of respondents had refugee status (74%) while another 8% were asylum seekers. The rate of refugee registration is high: people usually go to settlements in Uganda and register there before moving to Kampala. Only 4% reported to be irregular migrants, the majority being Congolese (11 out of 15).

17 For more information, consult Appendix 1, which includes a profile of 4Mi Cities' respondents, data disaggregation and more results.
18 World Bank, UBOS, UNHCR and GoU (2021) Monitoring Social and Economic Impacts of COVID-19 on Refugees in Uganda: Results from the High-Frequency Phone Survey (2020)

4.2. Income, livelihoods and financial inclusion

63% of respondents in Kampala were earning an income at the time of interview, more than half through small businesses, followed far behind by driver/transportation (17%) and domestic work/cleaning (17%). Small business was most common for both genders, but driver/ transportation came second for men at 27% while domestic work/ cleaning was second for women at 22%.

> *"This life is good. I have a small business that helps me to get food, rent, clothes, and when I get a small amount of money I have to save. I feel like I belong to this country even if I'm not from this country, but I feel good to be in Uganda because in my country to get food was a problem, and if you get money kidnappers are there to take you in the forest but here I'm safe."*
> **25-year-old female refugee from DRC**

The longer respondents had been in Kampala, the more often they reported earning an income, most likely having got to know their way around and form networks over time. 22% of those in the country for less than 1 year were earning an income, 35% for 1-2 years' stay, 59% for 2-5 years' stay and 76% for more than 5 years' stay.

> *"For the first two years of staying in Uganda, life was so hard for me due to lack of income. I used to live with friends. But now, I overcame all those burdens. Thank God."*
> **22-year-old female refugee from Somalia**

The main obstacle to finding a job or entrepreneurship is lack of opportunities, a reason given by 56% of respondents. 39% also cited competition with locals, 35% discrimination and 29% lack of documents. Even though the Refugee Act[19] gives refugees the right to work, there is a gap in employers' knowledge about refugee work permits. As discussed in the Kampala validation workshop, the process of getting a work permit or registering a business for refugees is long, convoluted and discouraging, even with the required documents.

More needs to be done to enhance self-reliance and open up economic opportunities for refugees and migrants in Kampala. Only a quarter of respondents were always able to cover household needs, 47% were sometimes able to do so, and 27% were not able to cover their needs at all. Many resort to borrowing (45%), reducing food portions (31%) or reducing other expenses (26%).

> *"Having no job while having to sustain a family of four children and my wife has not been easy in the Ugandan environment."*
> **31-year-old male refugee from Somalia**

Most respondents do not have financial safety nets, with 64% not able to save. As a result, the majority (63%) were not part of a savings initiative. However, 20% had a bank account, 10% had access to a community association, 10% were part of an informal savings group and 5% were part of a financial cooperation.

Despite many respondents having access to banking services, the majority still have no access to loans. With Uganda allowing refugees to register for financial facilities using their refugee or attestation cards, 62% had mobile banking while 29% had bank accounts. This did not, however, translate to access to loans, since refugees and migrants are required, just like nationals, to provide collateral. 66% had no access to loans while only 12% had access to bank loans and 6% to mobile loans.

19 GoU (2006) The Refugee Act (2006)

4.3. Access to public services

Most children over 5 years old had access to education. 55% said all their children were attending school and 23% said only some of them were attending school. Slightly more children were enrolled in private schools, at 56%, than public schools, at 44%. School expenses was the number one challenge in accessing education at 66%, followed by distance to school (23%), language barrier (22%) and discrimination based on nationality at (7%). 19% reported not to face any challenge.

Even though fewer than half of respondents (43%) had required medical attention while in Kampala, **the majority of them sought medical attention in private hospitals** (61%) followed by public hospitals (49%) and self-medication (15%). Regardless of whether they used private or public hospitals, the majority of respondents paid for medical services (84%). For the 21 respondents who reported having a disability, 11 of them did not access local services for people with disabilities.

Women respondents more frequently reported mental health symptoms at 32% compared to men at 28%. By nationality, Eritreans and Congolese were the two nationalities most often reporting mental health symptoms, at 46% and 43%, respectively.

In cases of mental illness, respondents were more likely to seek support from their social circles as opposed to medical help. Only 6% of respondents went to a health centre. The other sources of support were friends at 35%, other family at 24%, spouse/partner at 23%, church/mosque at 19%, community at 9% and NGOs/INGOs at 6%. 5% did not go to anyone for support and another 5% did not know where to turn to.

4.4. Housing

61% of respondents were living in a house with their family only, 28% were occupying a room in a shared house and 11% were living in a hostel/group accommodation. The average household size was 4.9 people. There was a split on the types of tenancy agreement, with 45% having formal contracts, and 42% informal contracts.

Respondents reported a number of challenges in accessing basic services, particularly piped water. 31% of respondents did not have access to sufficient water for their household needs. The most common sources were piped water in the house at 54%, piped water outside the house at 36% and community water points at 14%. A majority (52%) had constant electricity throughout the day; 31% of respondents had occasional blackouts, 10% had no access to electricity and 6% had frequent blackouts. It must be noted that this situation may not be specific to refugee and migrant population, as approximately 32% of Kampala's population lives in low-income and informal areas.

Most respondents used city waste collection for waste disposal (62%), but several practices are environmental concerns: 21% burned waste and 15% dumped it, for example. Another environmental concern is the widespread use of charcoal as the main source of fuel (70%). For the 91 respondents who reported their home to be in area at risk of environmental hazard, a third of them cited 'risk of pollution'.

4.5. Safety and security

Kampala offers safety and security to most respondents with 83% of them rating their neighbourhood as moderately/very safe. As for personal safety, 73% of respondents said they feel safe/very safe, with no major disparity between men and women. Despite this, 25% (105 out of 417 respondents) reported being victims of crime, out of whom 74% filed a report. Most victims reported to police stations (77%), local councils (22%) and community associations (9%).

> *"My refugee life in Uganda is better on security, freedom and decision-making."*
> **38-year-old female refugee from DRC**

4.6. Coexistence, integration and inclusion

The longer the respondents have been in the country, the more often they report experiences of discrimination. Reports of discrimination increased steadily from 17% for those in the country for less than 1 year, to 35% for 1-2 years, to 38% for 2-5 years and 66% for more than 5 years. Overall, 51% felt discriminated against. One reason suggested for this trend is that refugees and migrants find Uganda to be a refuge, and hospitable to new arrivals, but efforts to integrate and settle after having been in Uganda for a long time can meet more challenges.

Nationality was the biggest reason for discrimination at 73% with ethnicity coming second at 27%. Key informant interviews revealed that refugees and migrants often settle in zones with their own communities, which makes the process of integration more difficult. Language is an additional barrier to integration, with many interviewed refugees and migrants not being familiar with English or the local languages in Uganda.

> *"It's been quite challenging to get a job here due to language barrier, same for education. Adapting to English as a language has been quite challenging."*
> **18-year-old female refugee from DRC**

Despite a sense of discrimination, a majority of respondents reported good relations with the local population. 68% had good/very good relationships with people in the neighbourhood while 69% had good/very good relationships with colleagues.

Respondents do not appear to have a strong voice in decision-making: 40% of respondents did not participate in discussions on their neighbourhood's or city's functioning and another 4% said they were not allowed to participate. 21% said their opinions were 'always' considered, 17% were 'sometimes' considered and 1% said their opinions were not considered.

4.7. Local actors providing assistance

The majority of respondents had received assistance, at 53%, likely because the majority of respondents were registered refugees, which enables better access to assistance. Out of the 223 respondents who had received assistance, 84% was in the form of food. The most frequently cited assistance providers were UN agencies and refugee organizations (80%) and government institutions (45%). Disaggregated by gender, more women reported receiving assistance, at 60%, compared with 49% for men.

There is a good awareness of assistance programs at 55% for government and 69% for NGOs, INGOs or civil society organizations. The government is mostly known for its food program (38%), healthcare (18%) and legal support (15%).

5. Conclusions

Although Kampala poses myriad challenges, including lack of economic opportunities, poor housing conditions and discrimination, it is also in many ways a haven for refugees and migrants as a place of refuge from violence and insecurity. Moreover, the city provides refugees and migrants with services such as healthcare, education and social amenities.

Respondents reported a significant level of discrimination, with nationality being the biggest reason, perhaps in the attempt to transition from being perceived as a guest to integrating as a resident. There is a need for more socio-economic inclusion initiatives in the city, particularly those focused on generating a stable income. Despite the reporting of discrimination, refugees and migrants have managed to build good relations with people in their neighbourhood and places of work, which indicates there are opportunities to improve socio-economic inclusion.

In relation to this, Kampala has a role to play in enabling refugees and migrants to live a fulfilling life as part of the local community. Less than a quarter of respondents cited that their opinions are always considered when they participate in community discussions. An increase in this number will lead to an increased sense of belonging. This report has shown the vital importance of including refugees and migrants in city-level data collection exercises on all the populations residing within its boundaries. Such an 'inclusive city approach' enables local authorities to understand the opportunities and challenges faced by all residents and any specific displacement or migration-related challenges faced by refugees and migrants, such as a lack of clarity on the right to work and challenges with mental health. These insights can assist local government officials in designing programs and services or sharing information in a way that is more inclusive and less likely to marginalize specific groups of residents.

6. Evidence uptake for policy and programming

By working in close partnership with city governments and other local actors throughout the project's cycle, MMC[2] ensured that 4Mi Cities produced relevant and useful city-level data and analysis. It has produced information on the extent to which refugees and migrants are integrated in Kampala and the main barriers they face in accessing services, which can guide the city government to develop and strengthen local policies. Detailed information on the needs and priorities of refugees and migrants in the city, especially on topics that are often not prioritized in emergency response, can also support humanitarian and development organizations in adjusting and consolidating their programming.

Kampala Capital City Authority has identified concrete next steps based on the knowledge produced by 4Mi Cities and plans to:

1. Revive and repurpose the **Kampala for All Forum** to improve the overall response, coordination and awareness of services provided by different stakeholder groups of Kampala, especially refugee and migrant leaders. This may include peer-to-peer trainings to educate stakeholder groups on available procedures and approaches.

2. Work with international actors to continue to empower Kampala's refugee and migrant-led organizations to **formally register and receive financial support** to carry out activities on behalf of KCCA's overall response efforts.

3. Work with relevant KCCA departments to **reduce barriers to refugee and migrant awareness of and access to city-led services while seeking to create new services** that address key gaps, such as business registrations and access to public schools and hospitals.

4. In recognition of many refugees' and migrants' desires to stay in Kampala, **emphasize long-term self-reliance through livelihoods programs**, such as the MMC's Global Cities Fund for Migrants and Refugees (GCF) program, as well as whole-of-community approaches that **improve social inclusion and accountability**.

MMC is a global network engaged in data collection, research, analysis, and policy and programmatic development on mixed migration, with regional hubs hosted in DRC regional offices in Africa, Asia, Europe and Latin America, and a small global team in Geneva.

MMC is a leading source for independent and high-quality data, research, analysis and expertise. MMC aims to increase understanding of mixed migration, to positively impact global and regional migration policies, to inform evidence-based protection responses for people on the move and to stimulate forward thinking in public and policy debates on mixed migration. MMC's overarching focus is on human rights and protection for all people on the move.

MMC is part of and governed by the Danish Refugee Council (DRC). Global and regional MMC teams are based in Brussels, Geneva, Dakar, Nairobi, Tunis, Bogota and Dhaka.

For more information visit:
mixedmigration.org and follow us at @Mixed_Migration

Mixed Migration Centre

DRC DANISH REFUGEE COUNCIL

Mixed Migration Centre

Mayors Migration Council

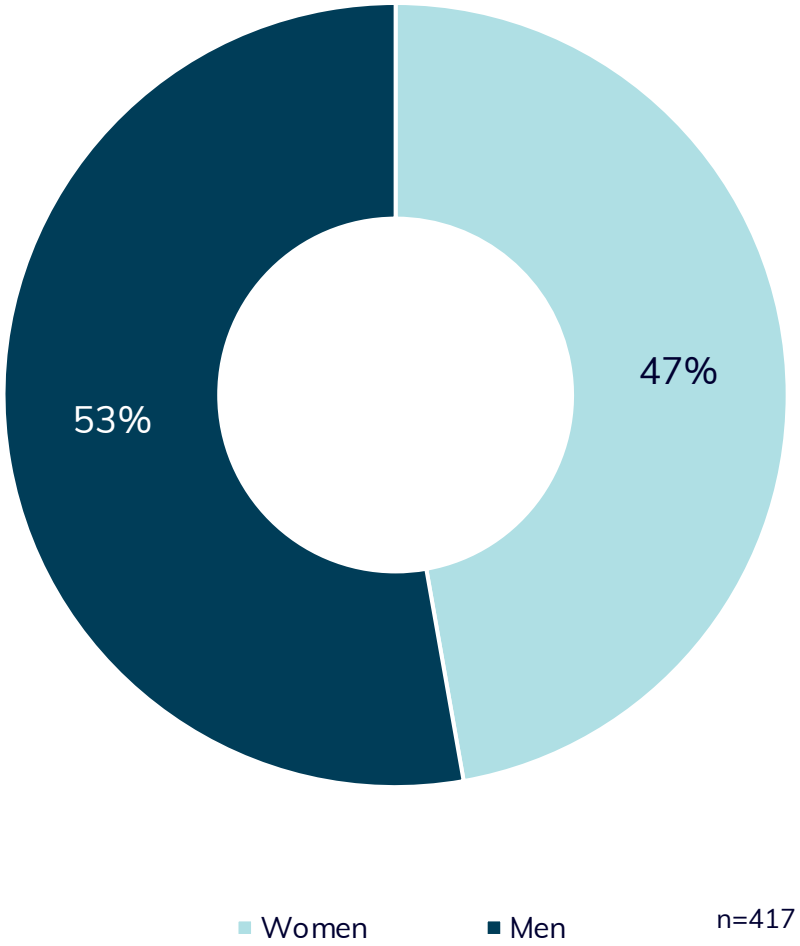
Funded by:

UKaid
from the British people

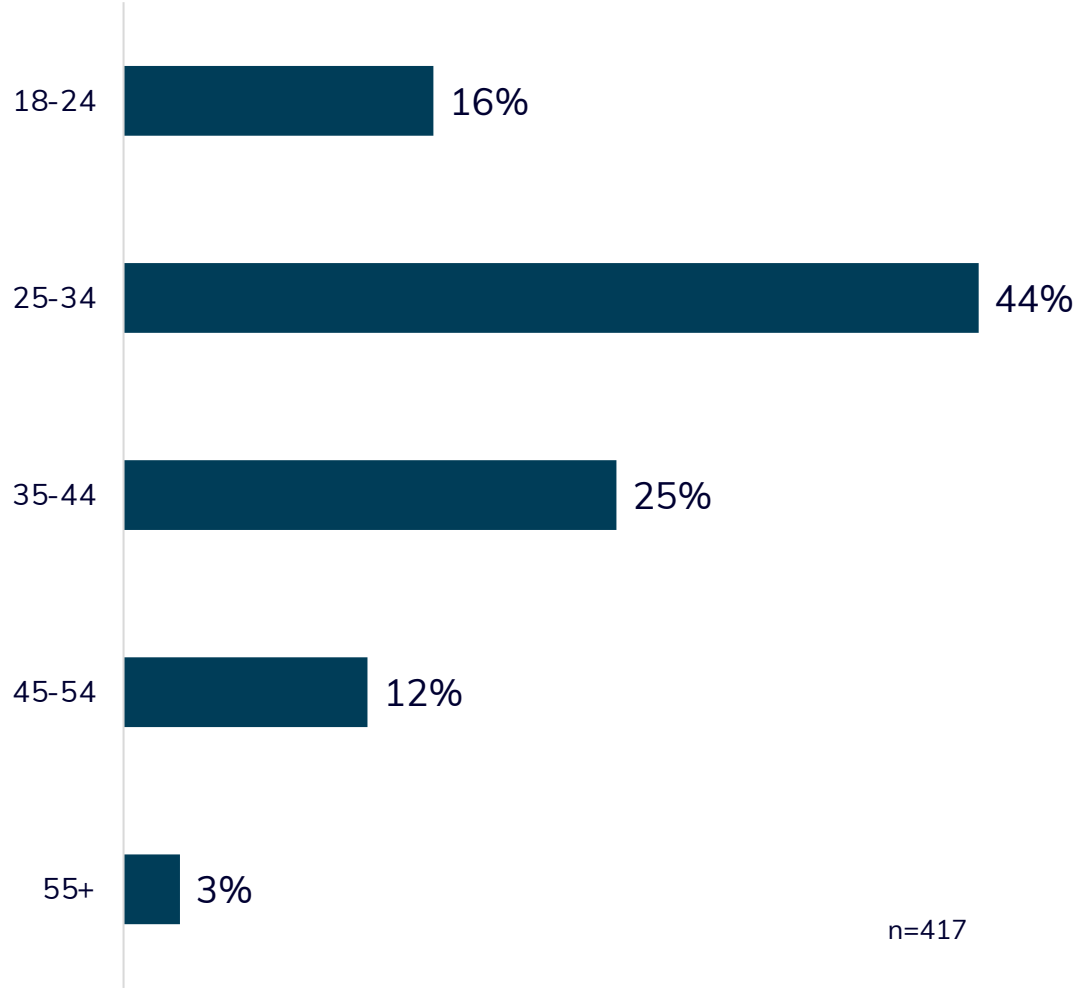
4Mi Cities Kampala: Annex

Profiles and household composition

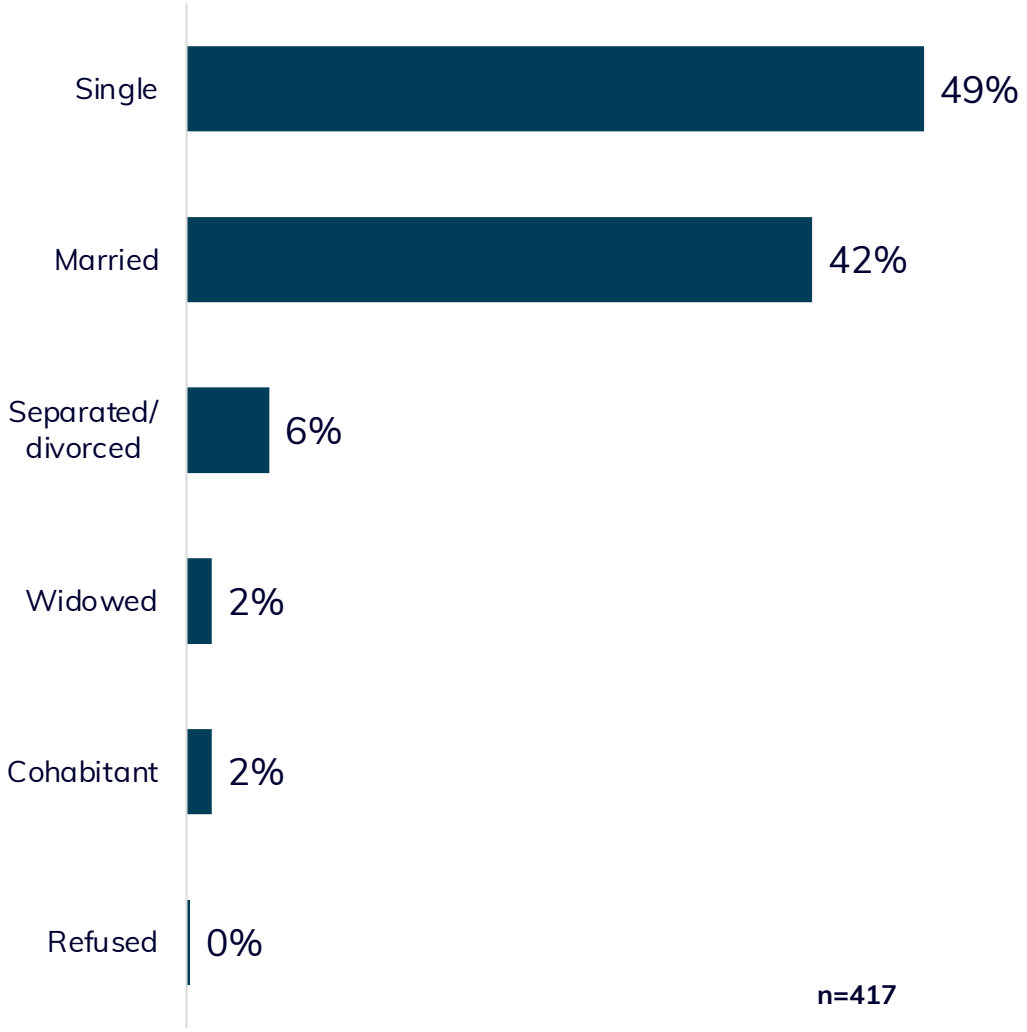
Respondent's sex



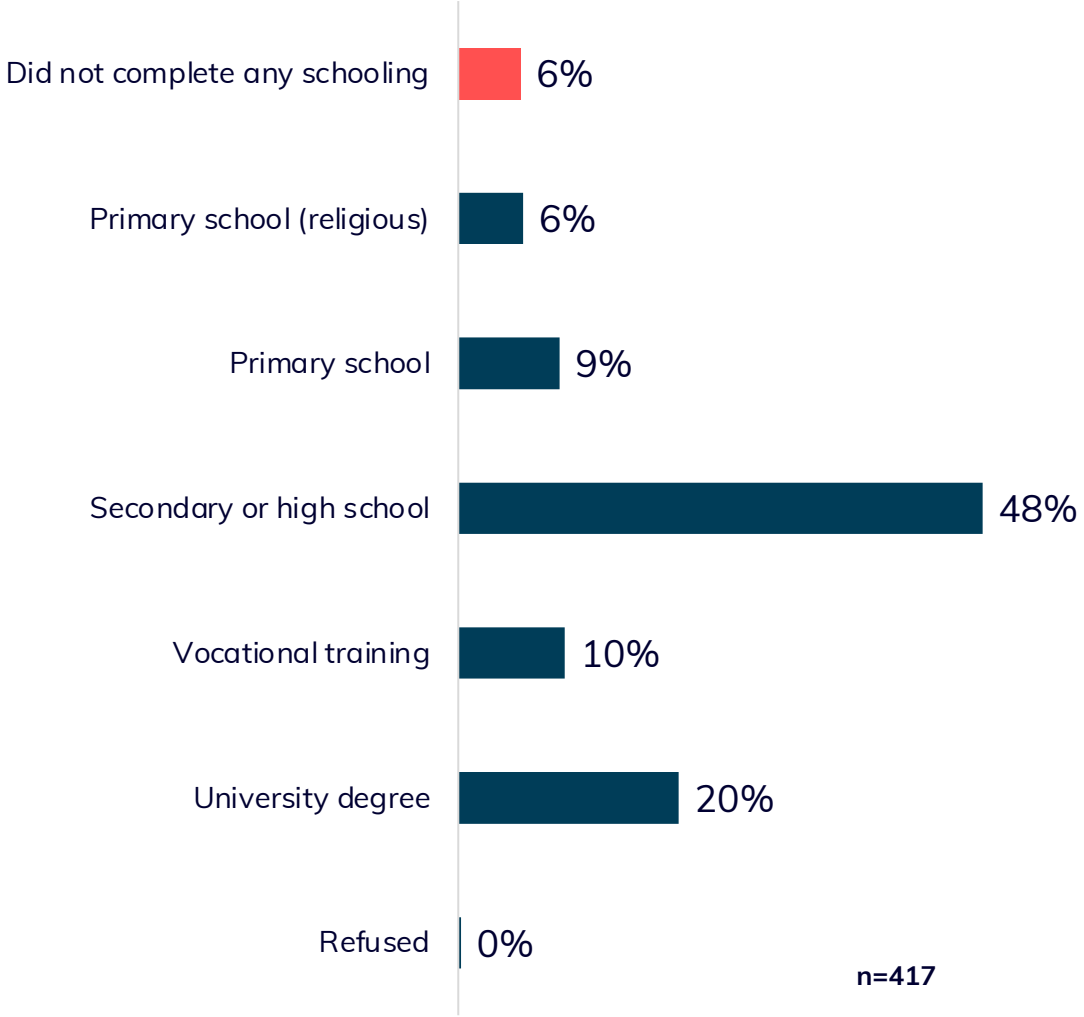
Age range



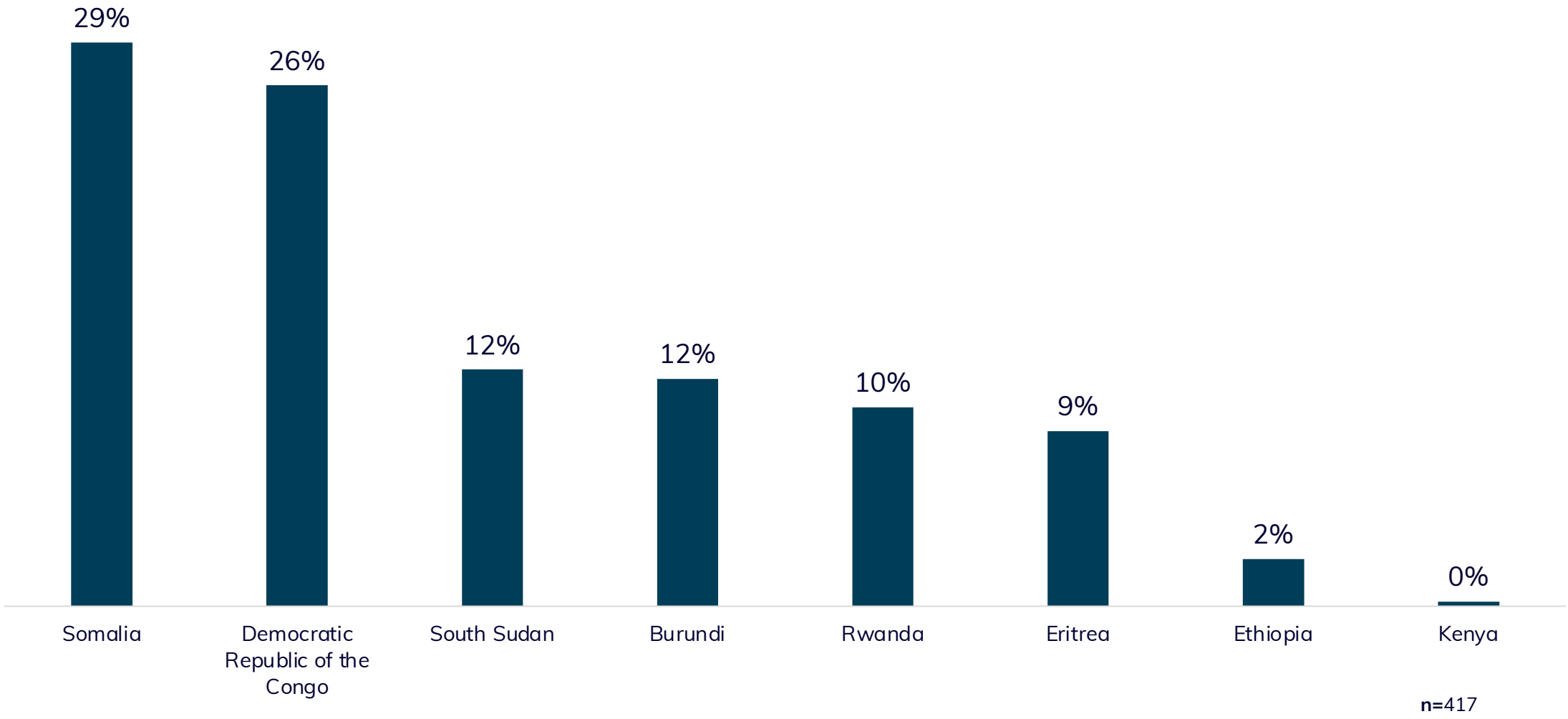
Marital status



Level of education

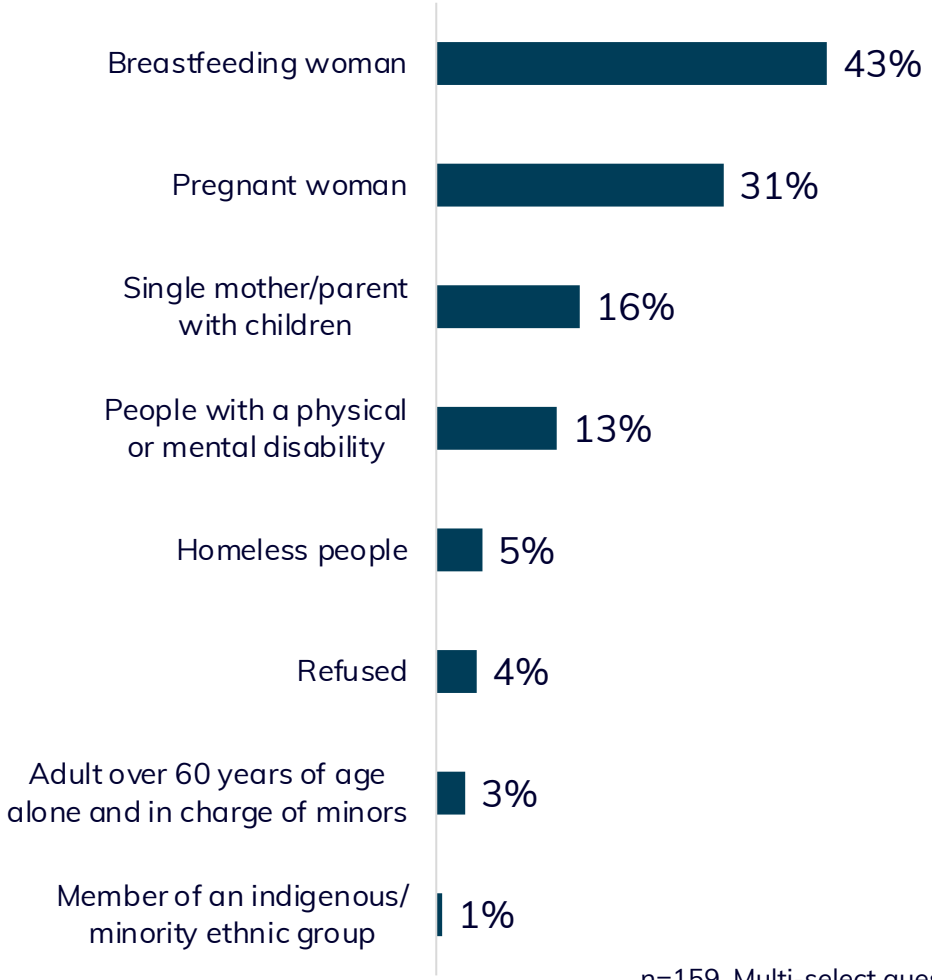


Nationalities



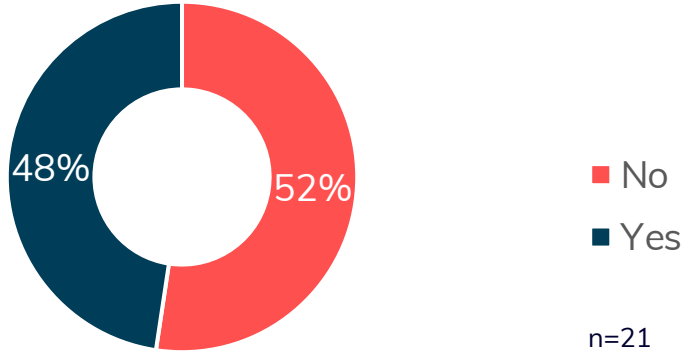
n=417

Among the people in your household, do any of them have one or more of the following characteristics?



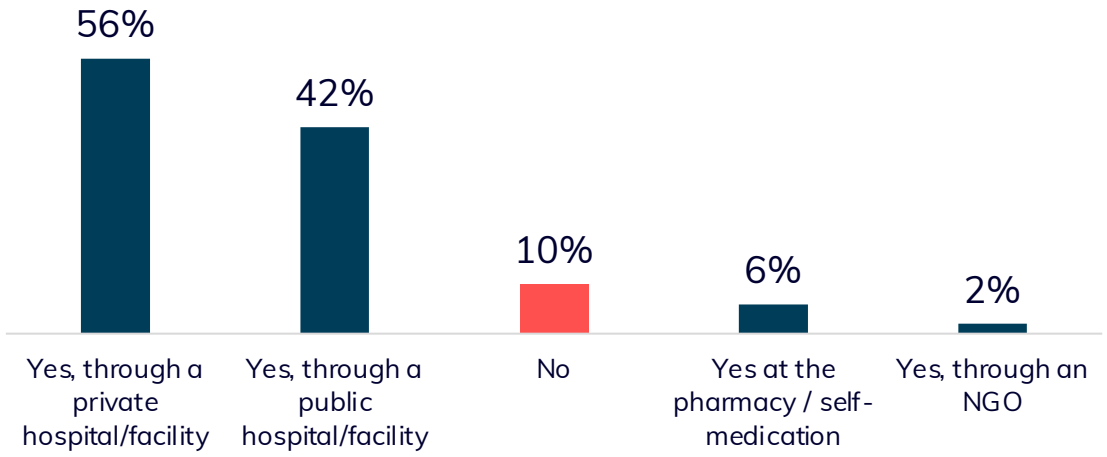
n=159. Multi-select question.

Has the person with a disability in your household accessed services from local institutions for people with disabilities?



n=21

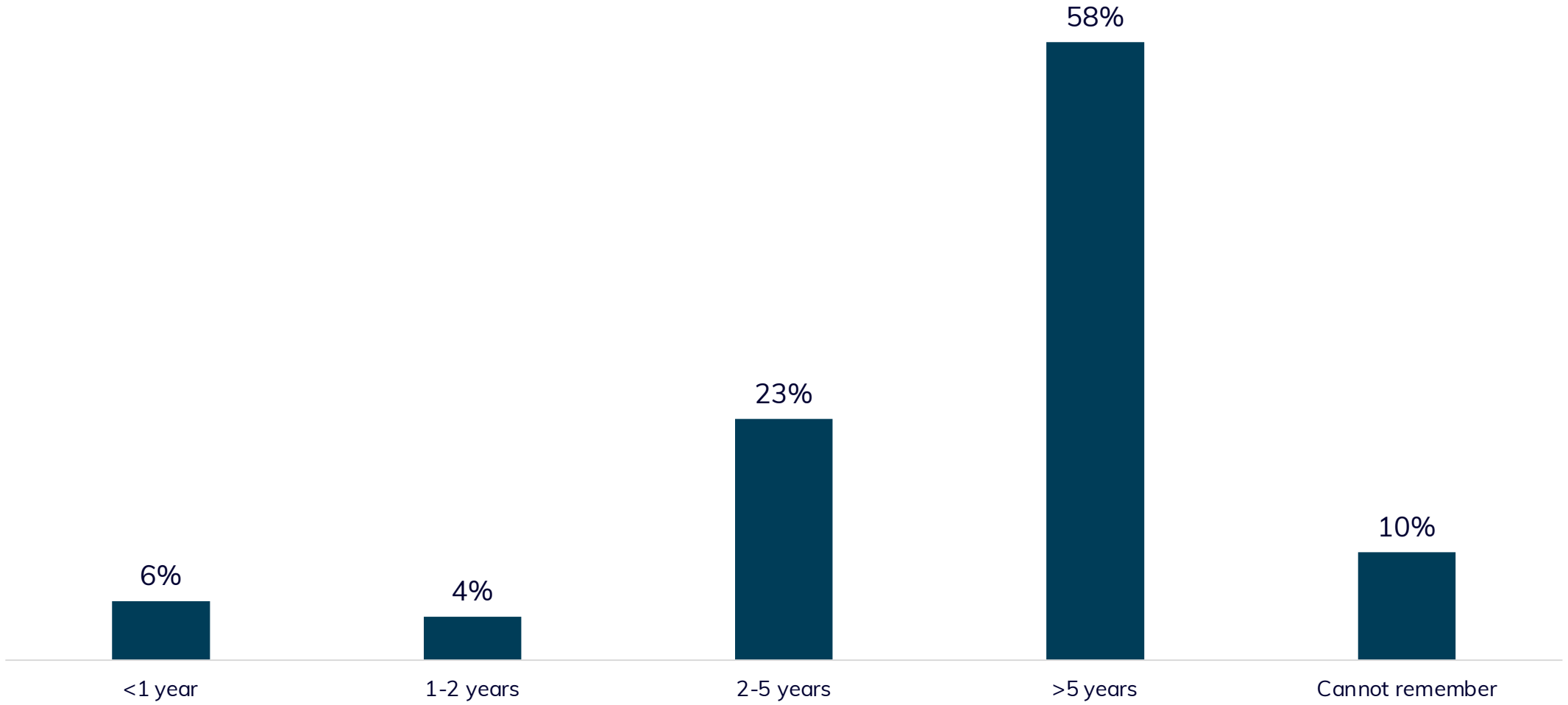
Are pregnant women receiving medical care?



n=50. Multi-select question.

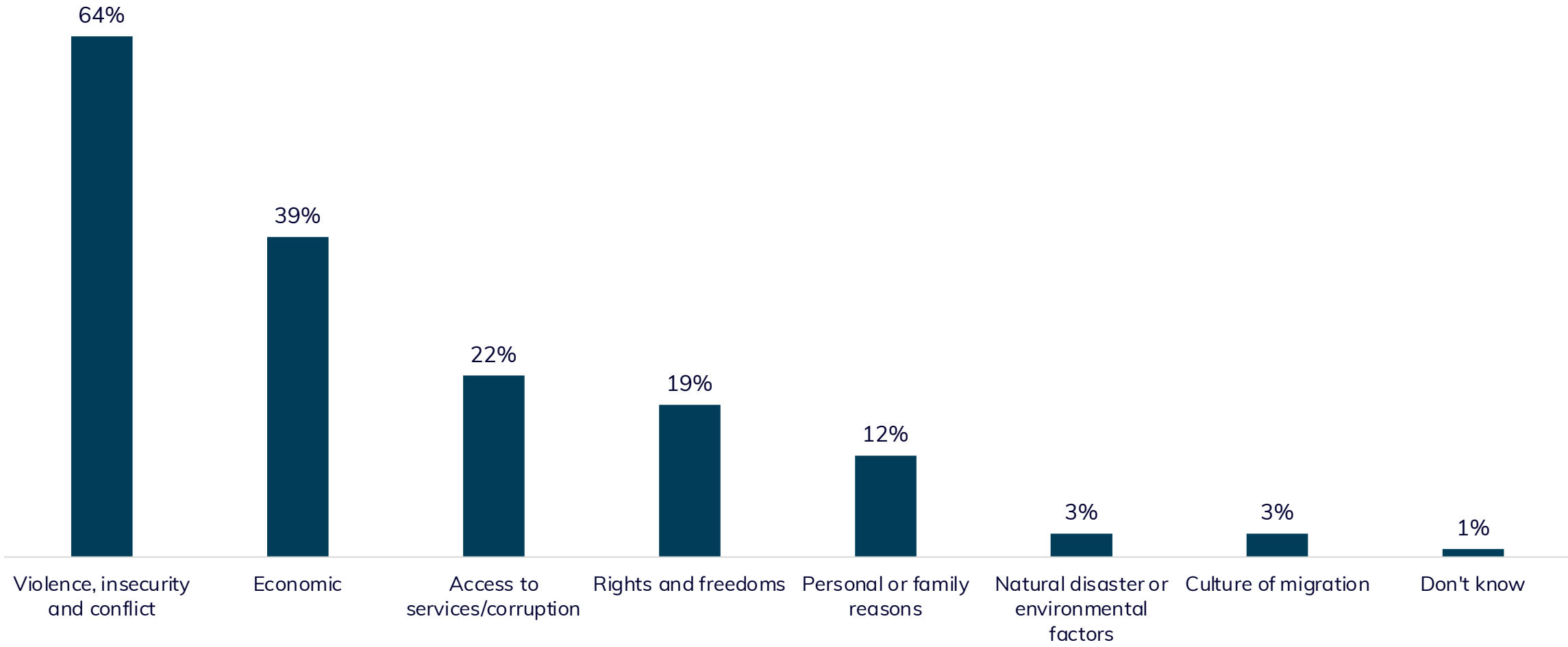
Migration profile

When did you arrive in Kampala?



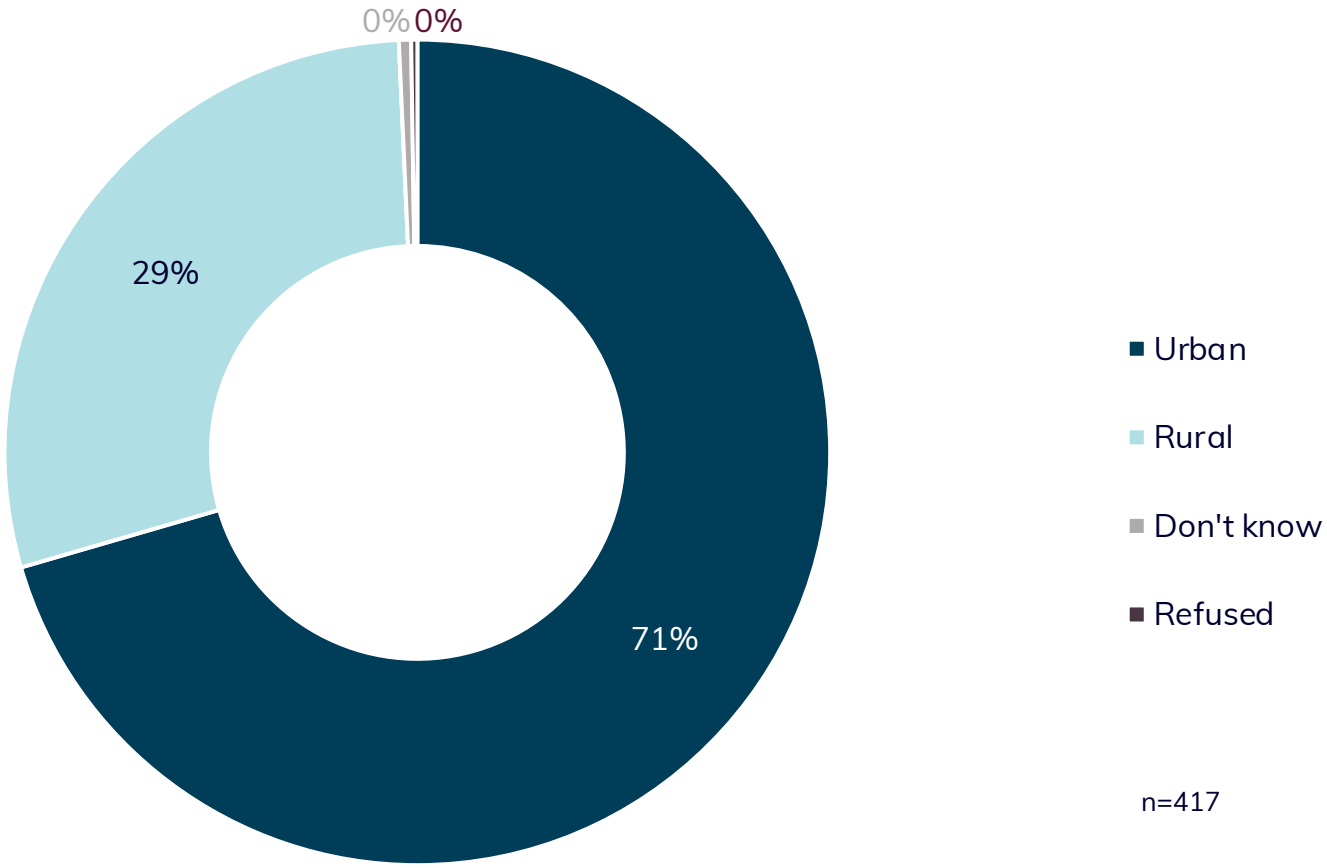
n=417

For what reasons did you leave your country of origin?



n=417. Multi-select question.

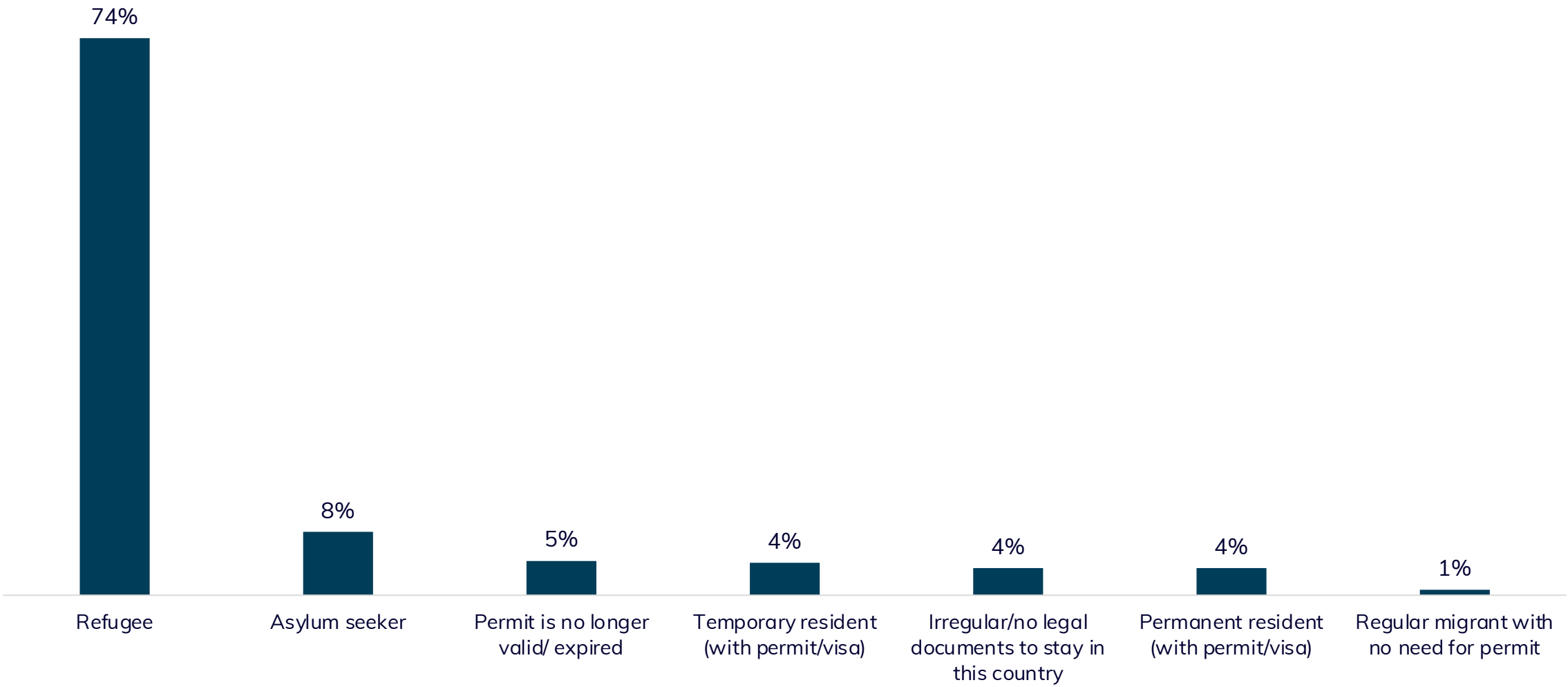
In your country of origin, were you living in a rural or urban area?



n=417

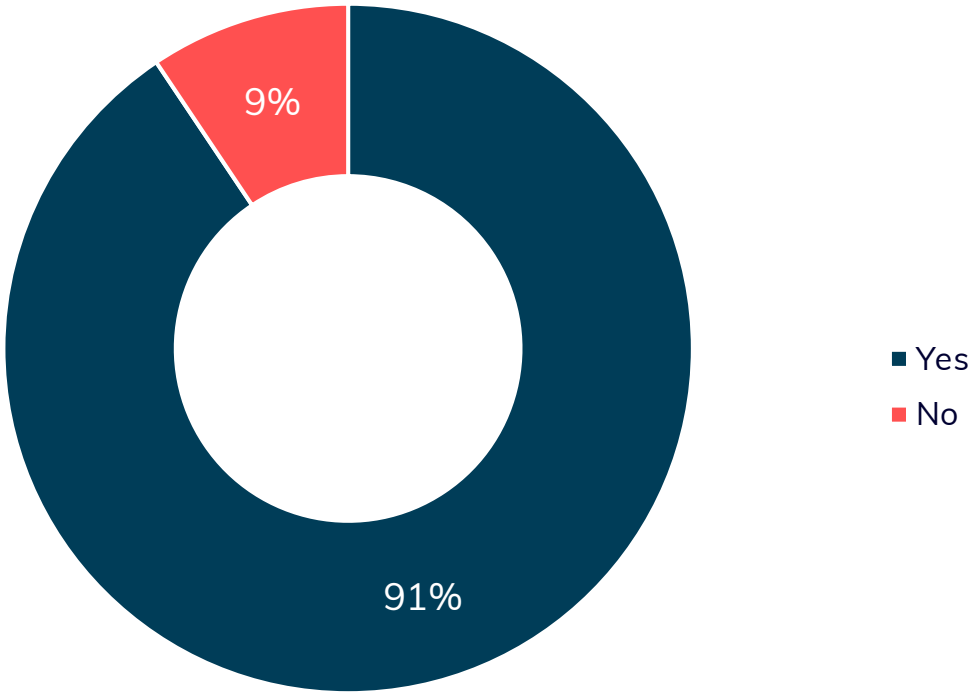
Documentation and immigration status

What is your current migration/legal status?



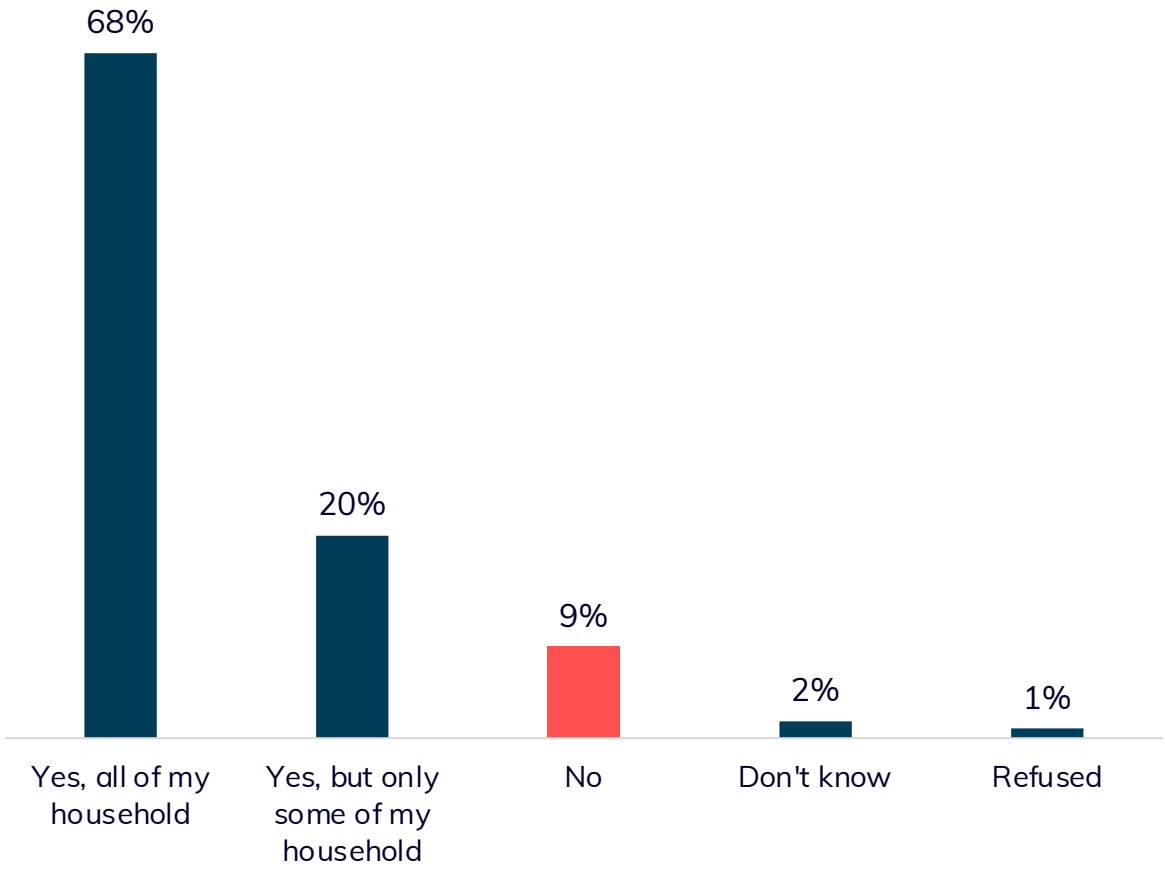
n=417

Do you have any documents to support your stay?



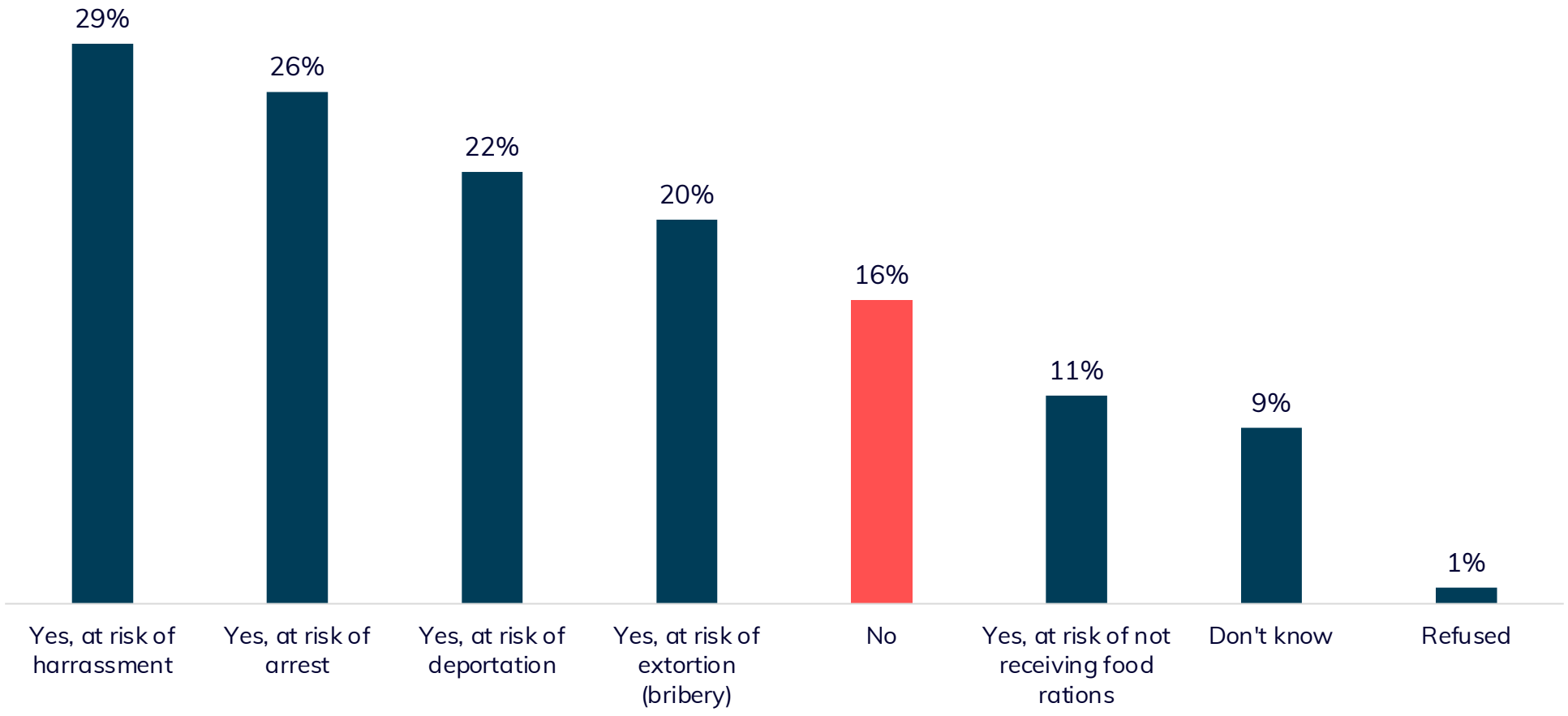
n=415. Two respondents did not know their status.

Do all members of your household have documents to support their stay here?



n=417

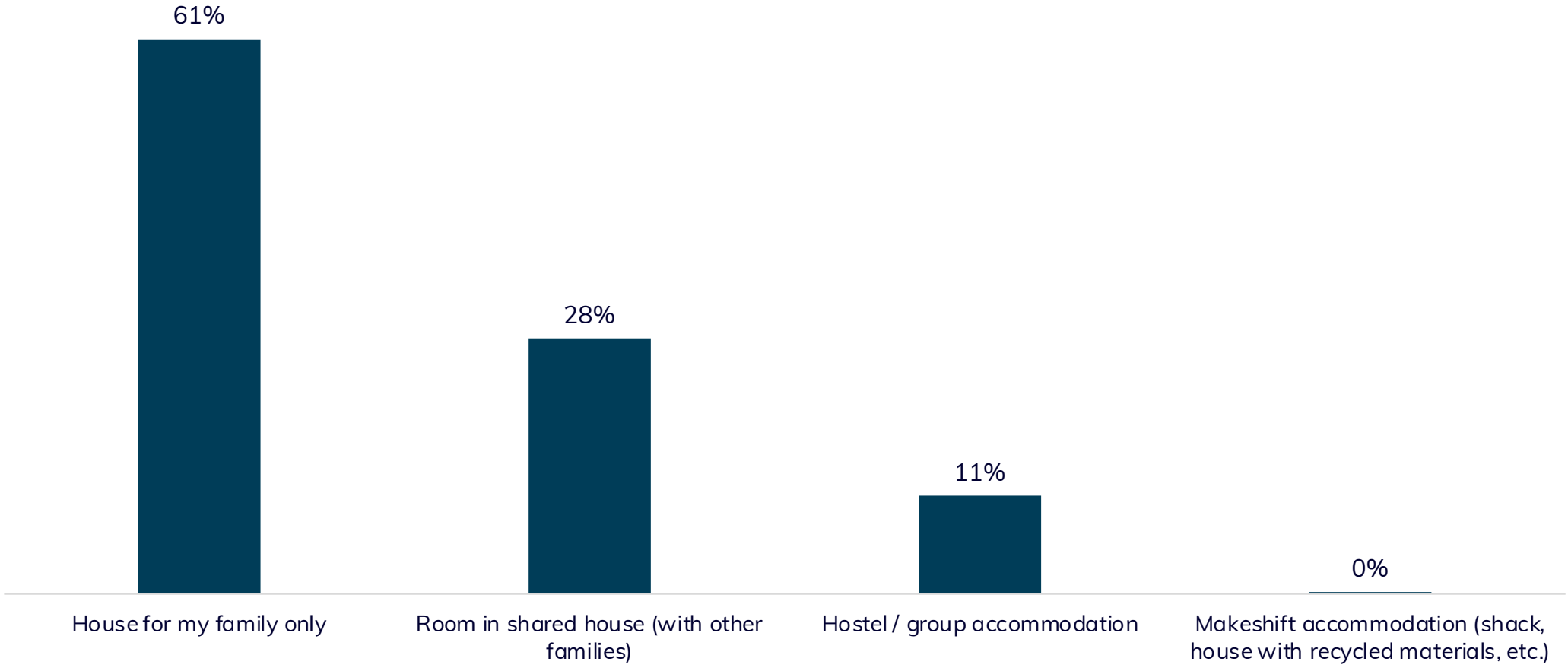
Does a lack of documents put you or your household at risk?



n=122. Multi-select question.

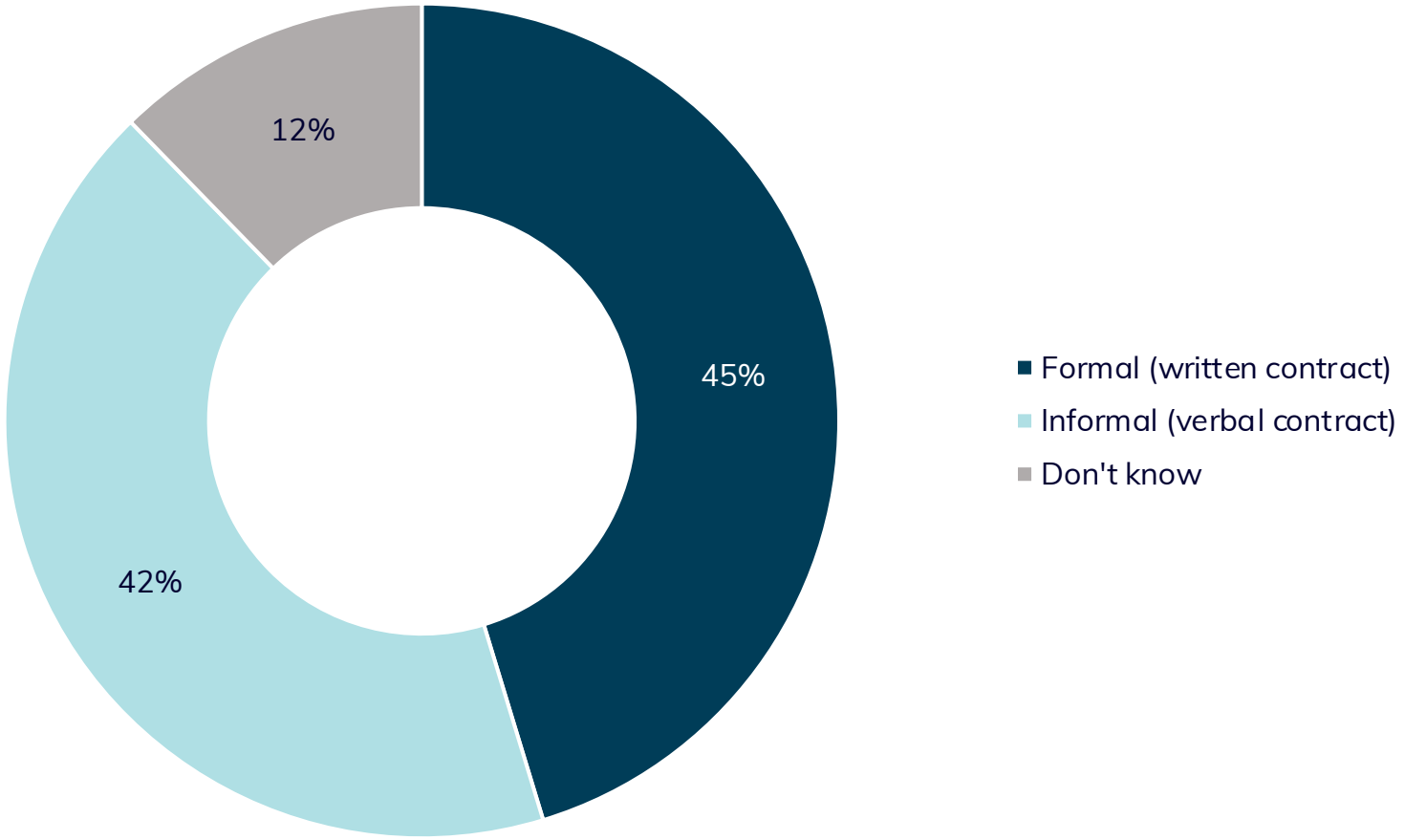
Living conditions

What kind of house do you currently live in?



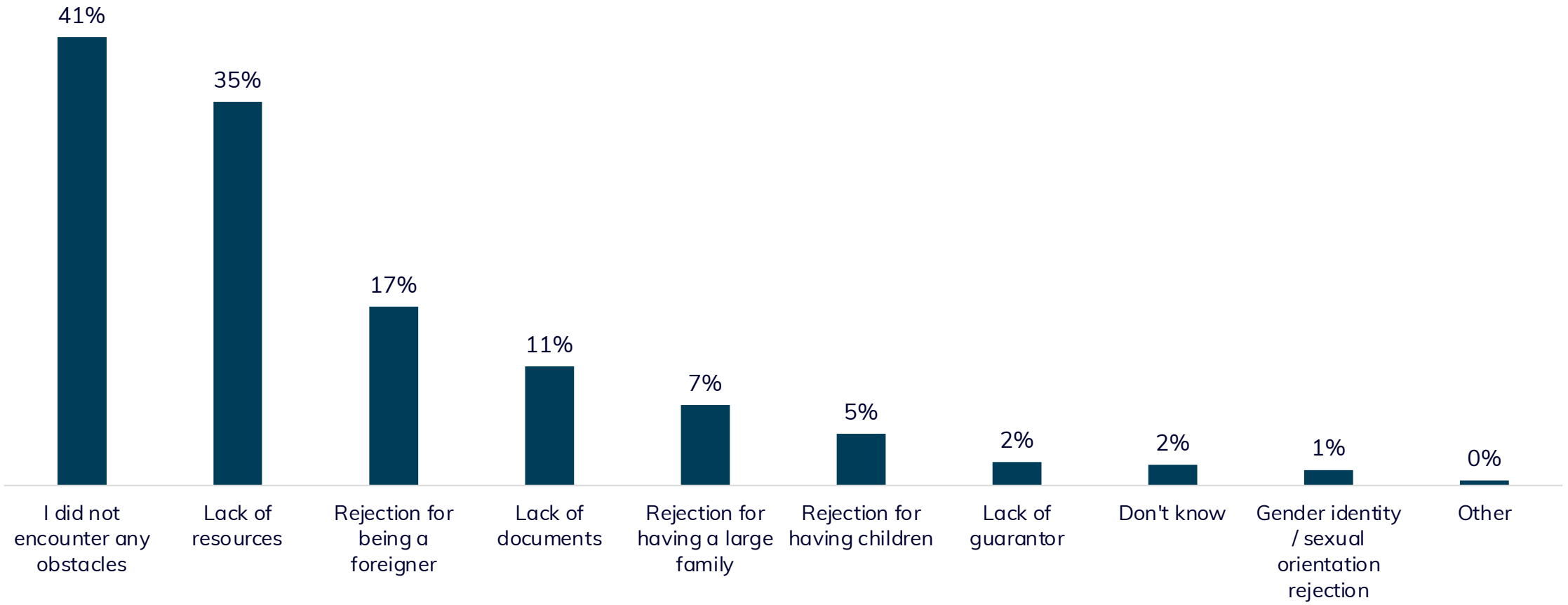
n=417

Is the housing/accommodation contract you have?



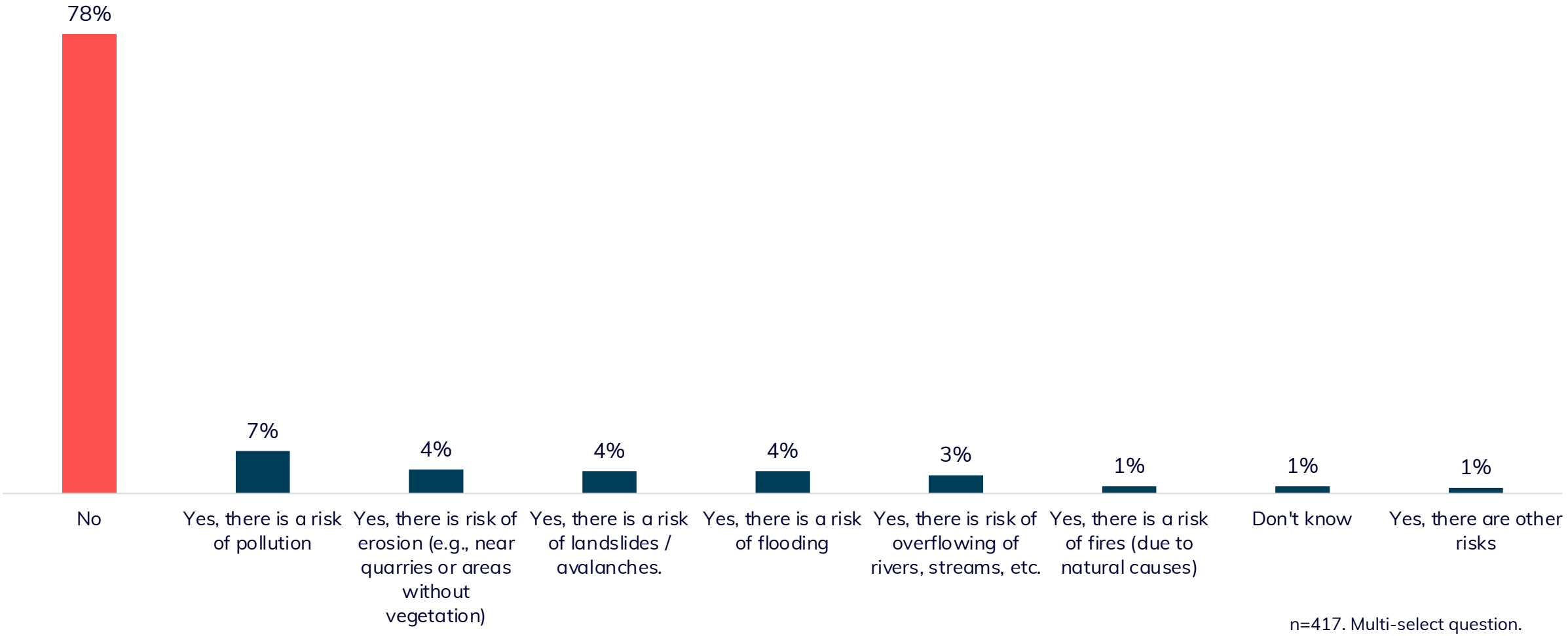
n=417

Did you have (or have you had) any problems/obstacles in finding where to live?



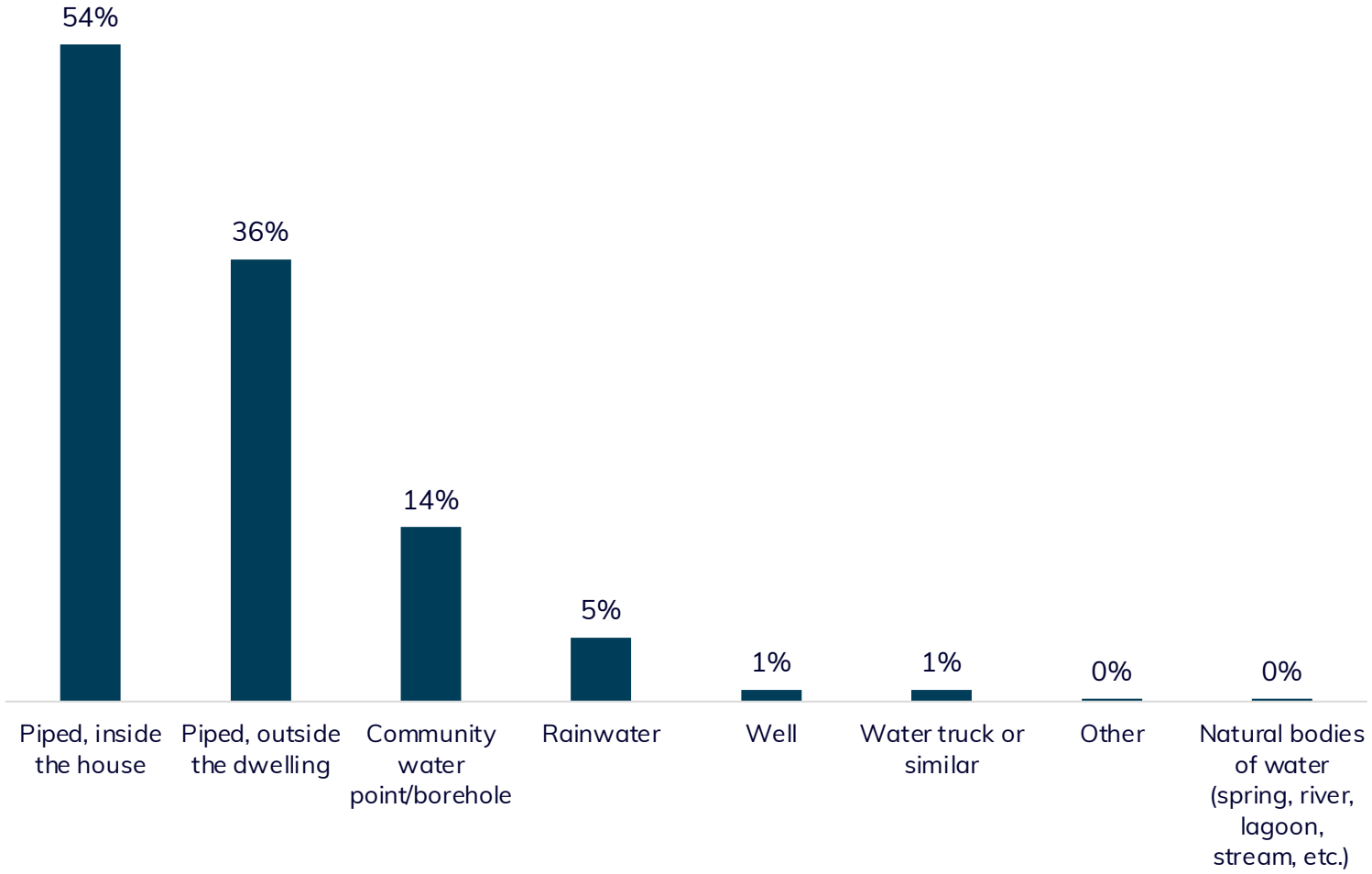
n=417. Multi-select question.

Do you consider your home to be located in an area at risk of natural disasters/environmental hazards?



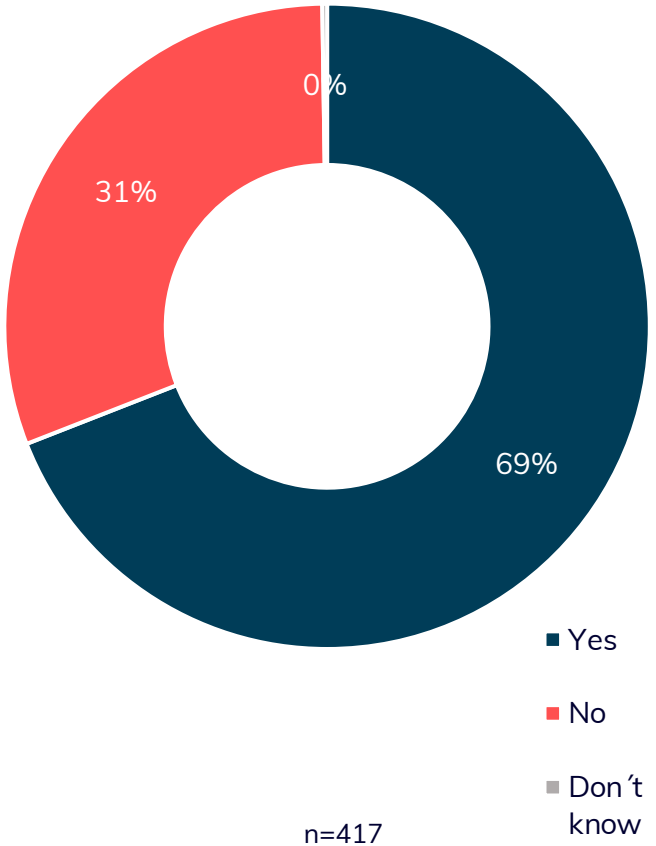
n=417. Multi-select question.

Where does the water you use at home come from?



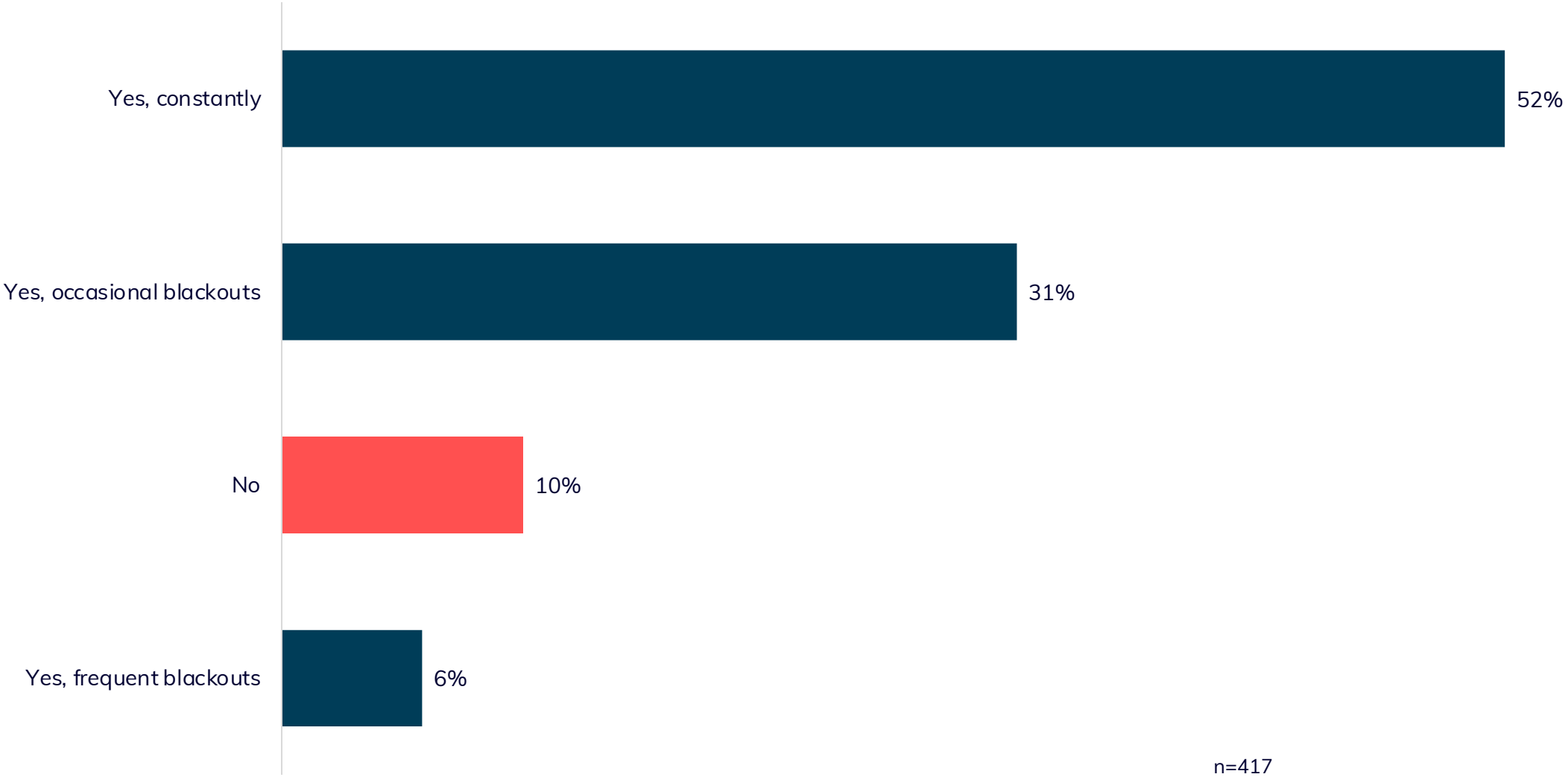
n=417. Multi-select question.

Is the water sufficient for your household needs?

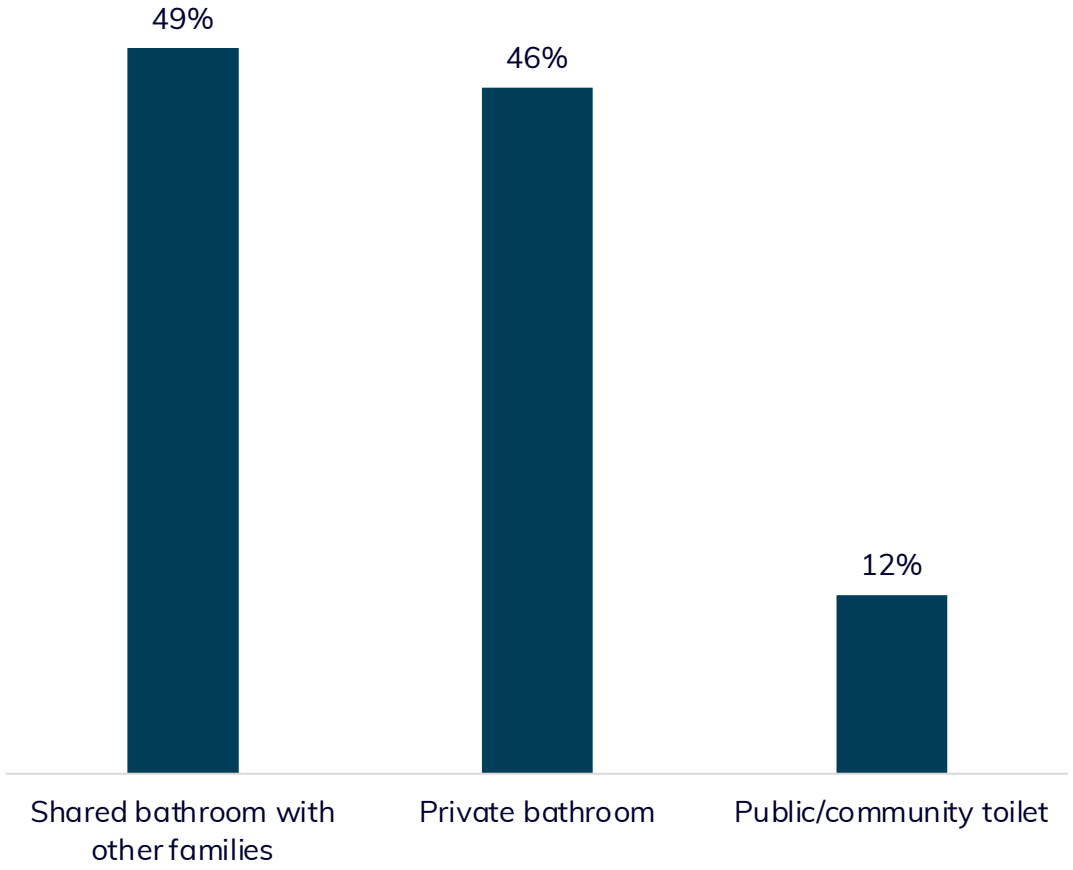


n=417

Do you have electricity throughout the day?

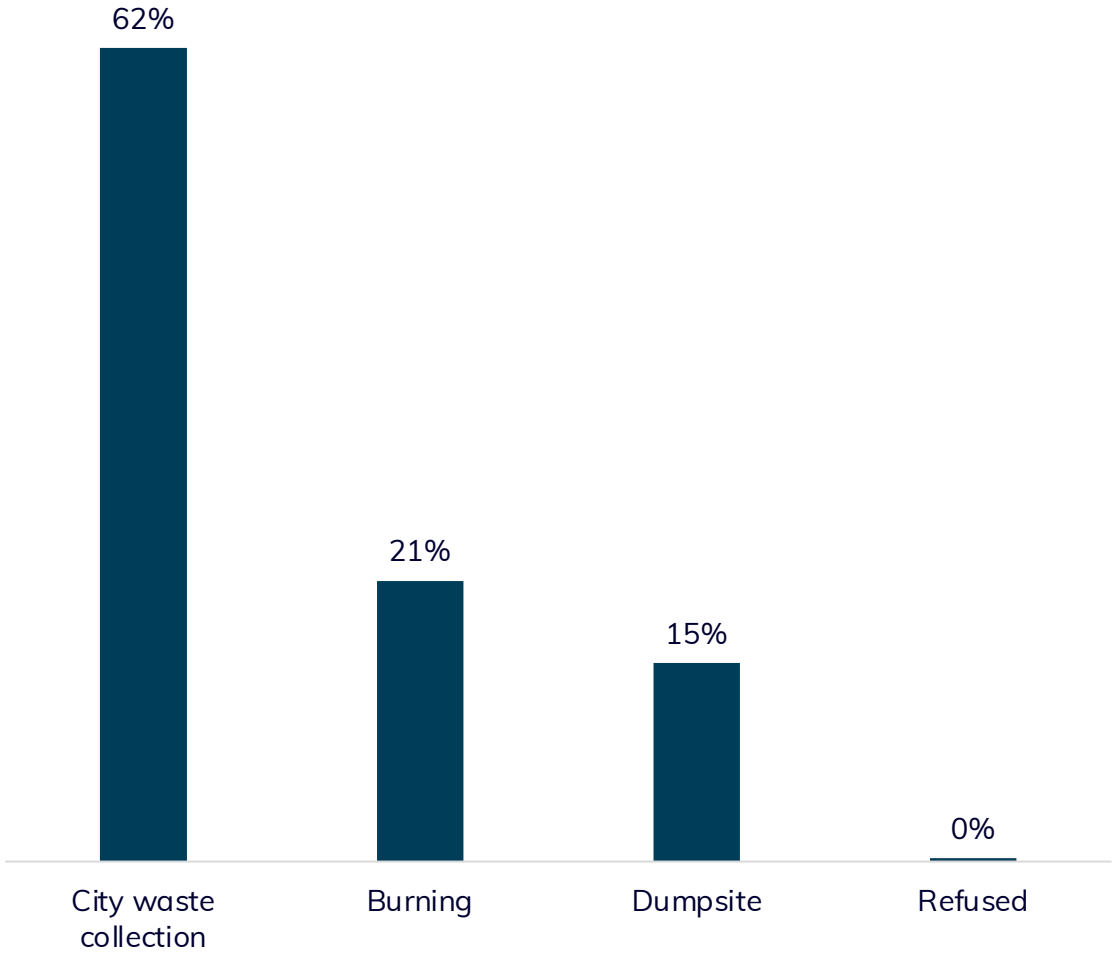


What type of bathroom do you have access to?



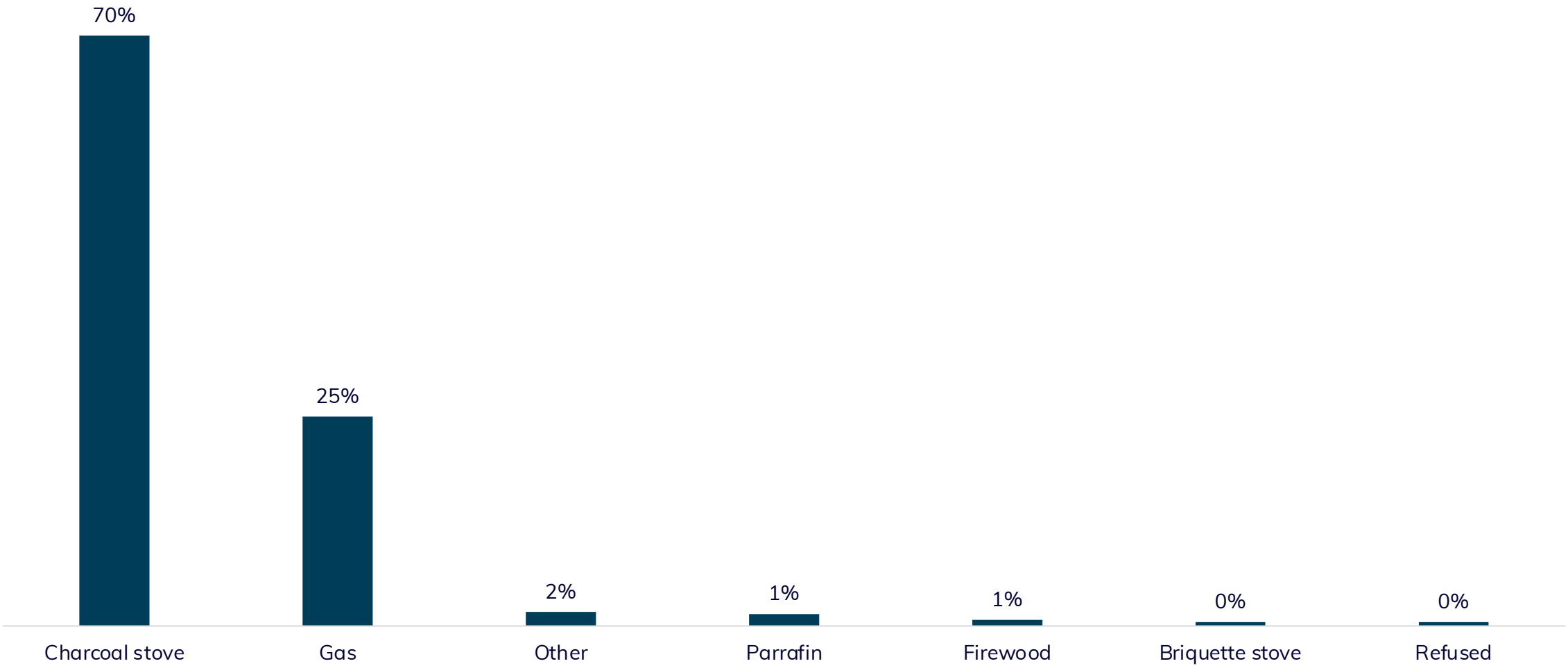
n=417. Multi-select question.

How do you dispose of your household waste?



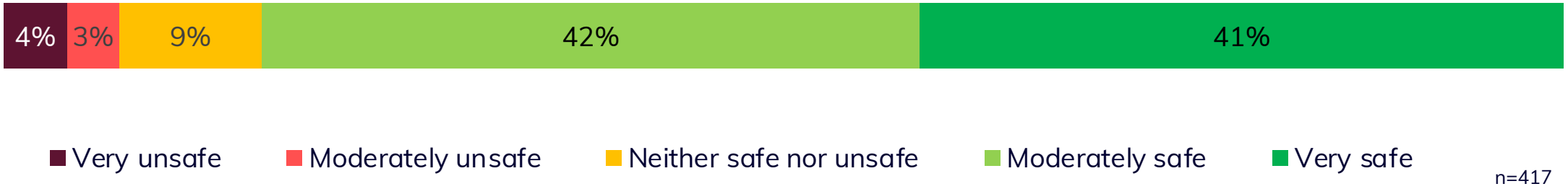
n=417. Multi-select question.

What is your main source of cooking fuel?



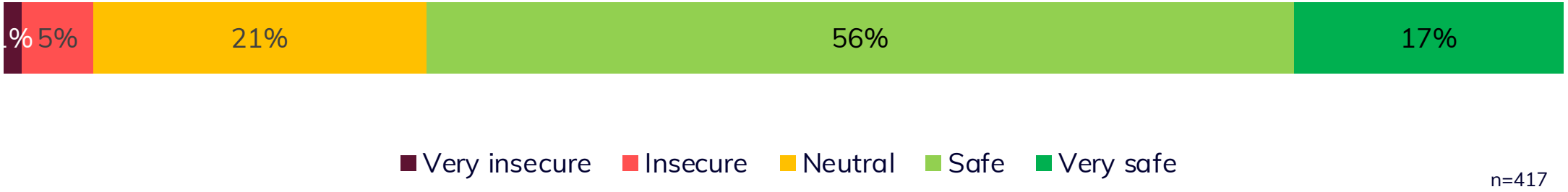
n=417

How would you rate the security of your neighbourhood?



n=417

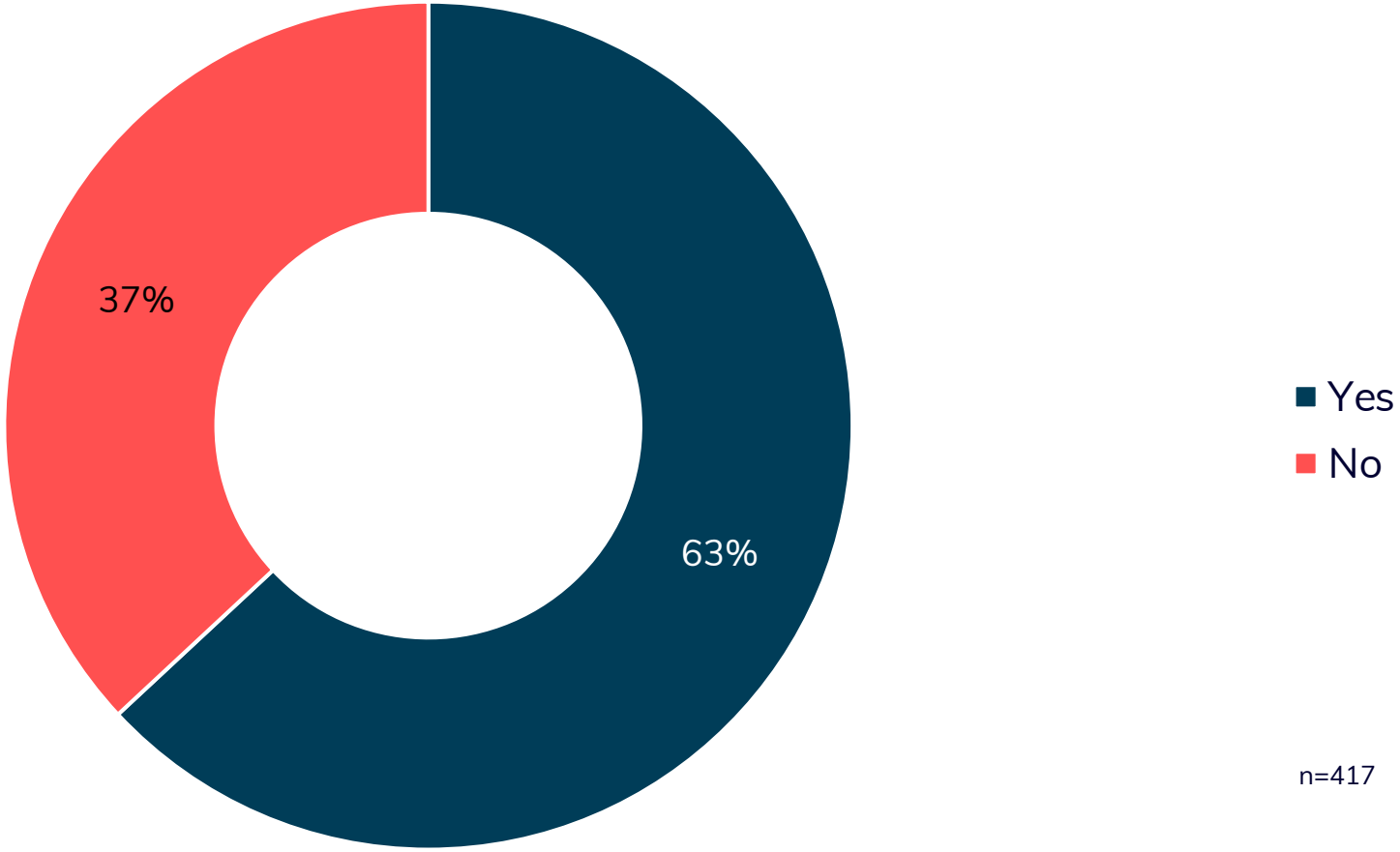
Do you and your family feel safe in the area where you live?



n=417

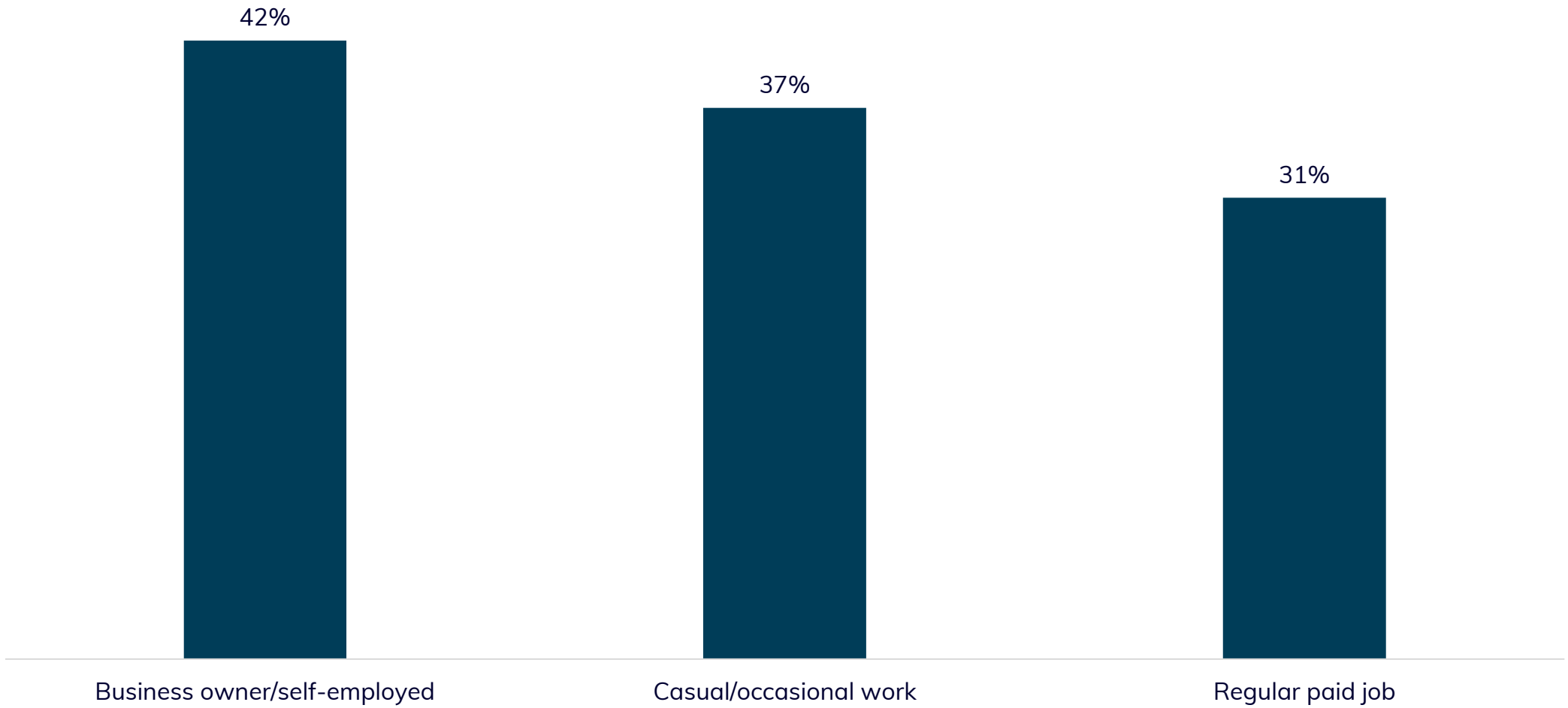
Employment and livelihoods

Are you earning an income?



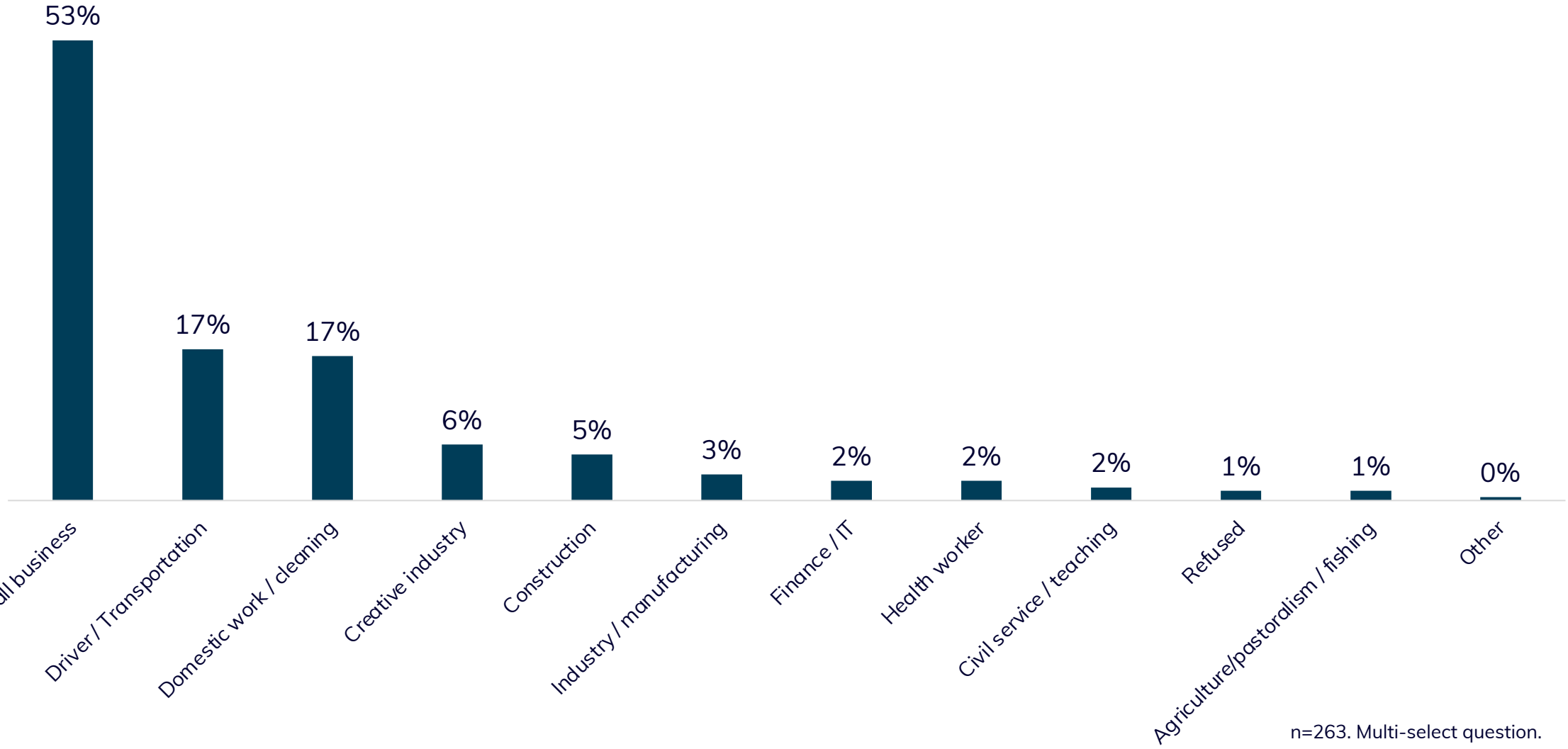
n=417

How are you making money?



n=263. Multi-select question.

What kind of sector are you making money in?



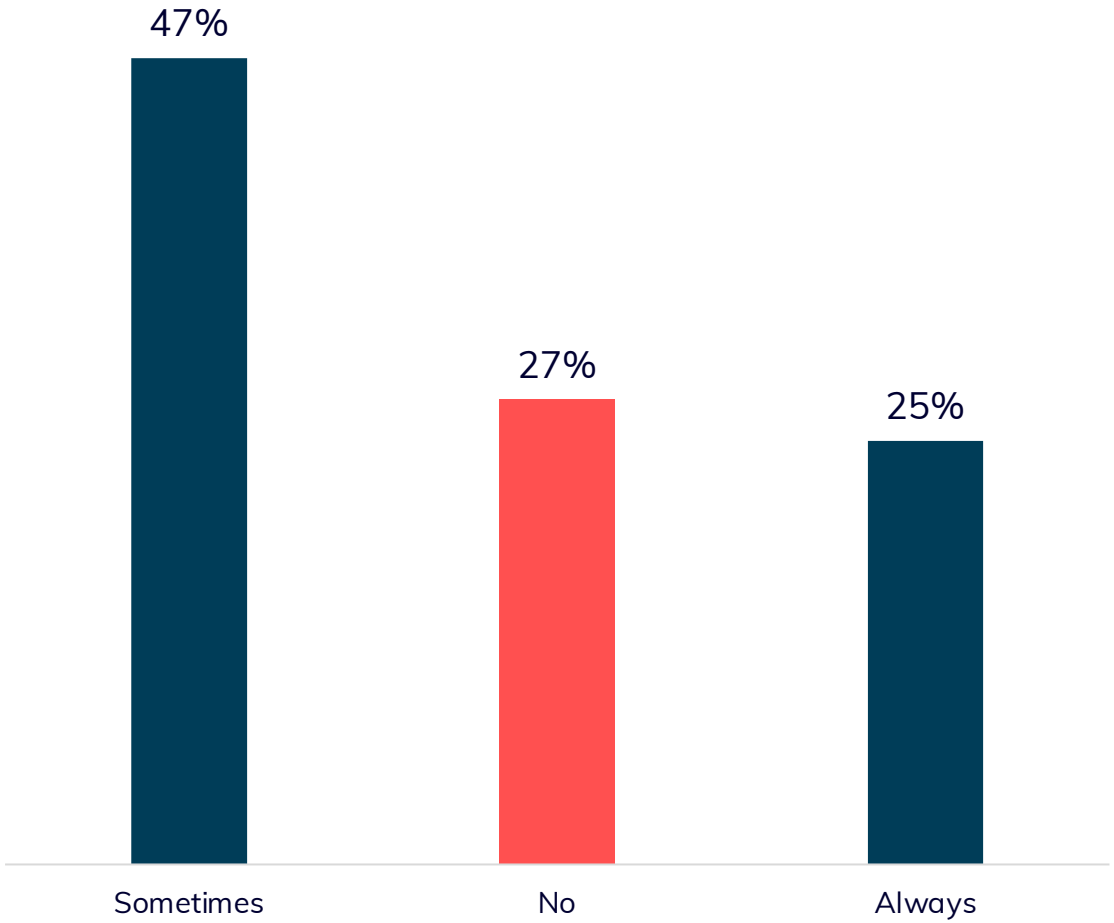
n=263. Multi-select question.

What would you consider to be the three main challenges to accessing a decent job, business or entrepreneurship?

n=417. Multi-select question.

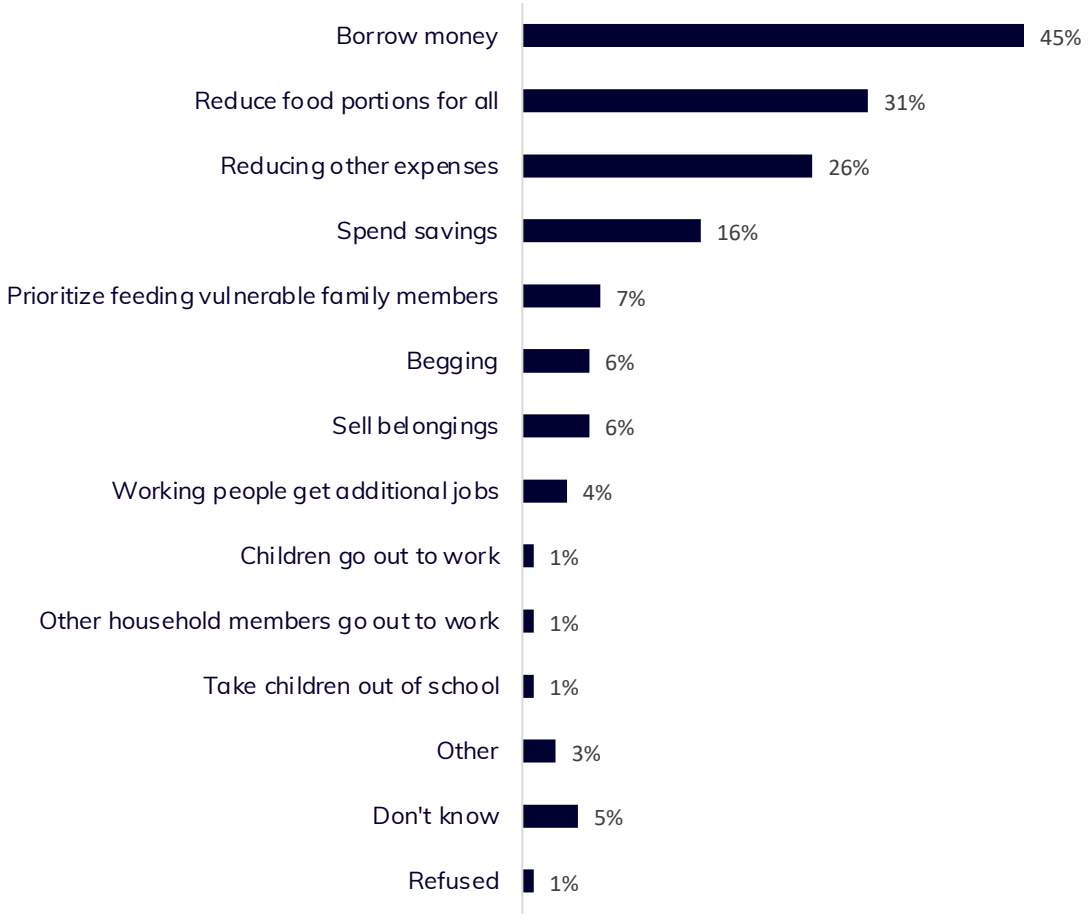
Safety nets, savings and loans

Are you/ your joint earnings enough to cover the needs of the household?

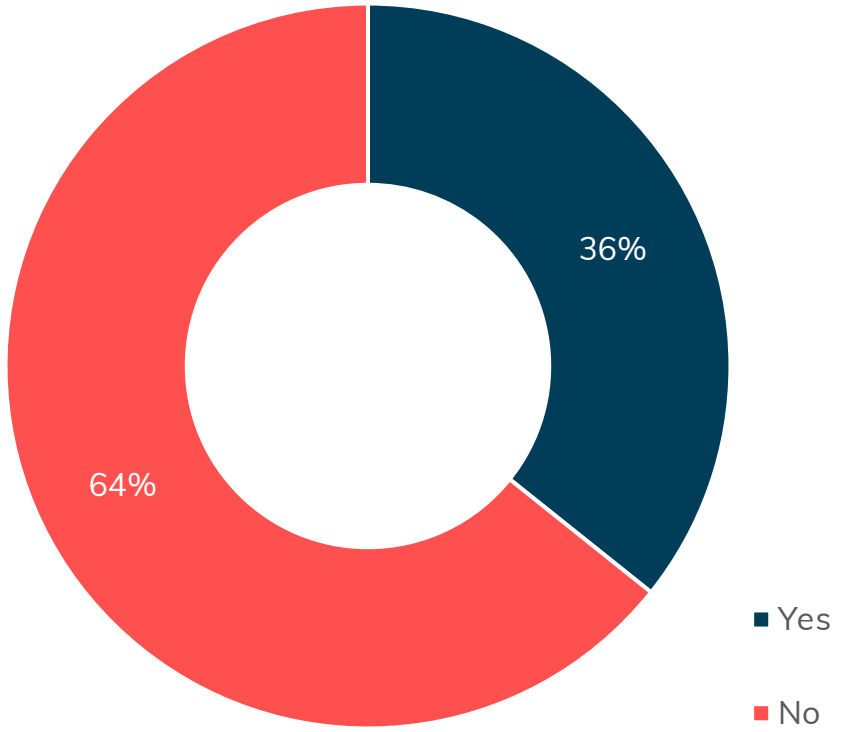


n=329

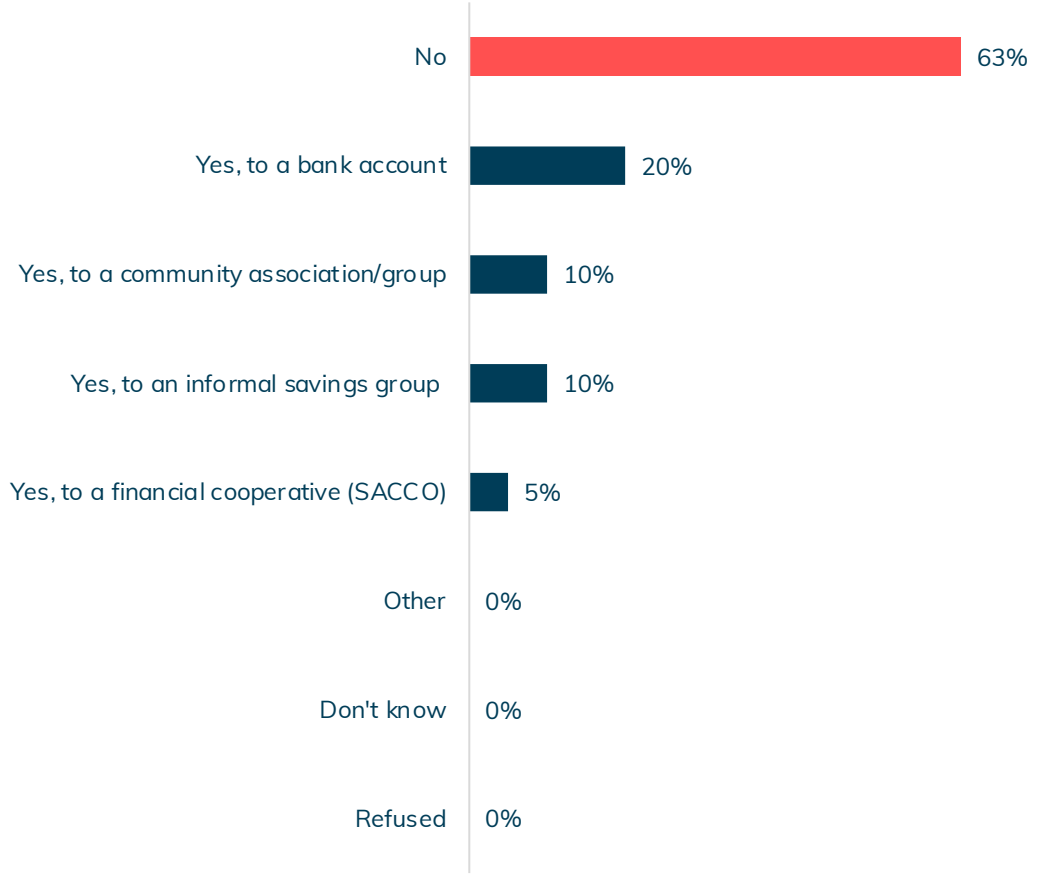
What do you do in the household when you do not meet its needs?



After covering your household expenses are you able to save?

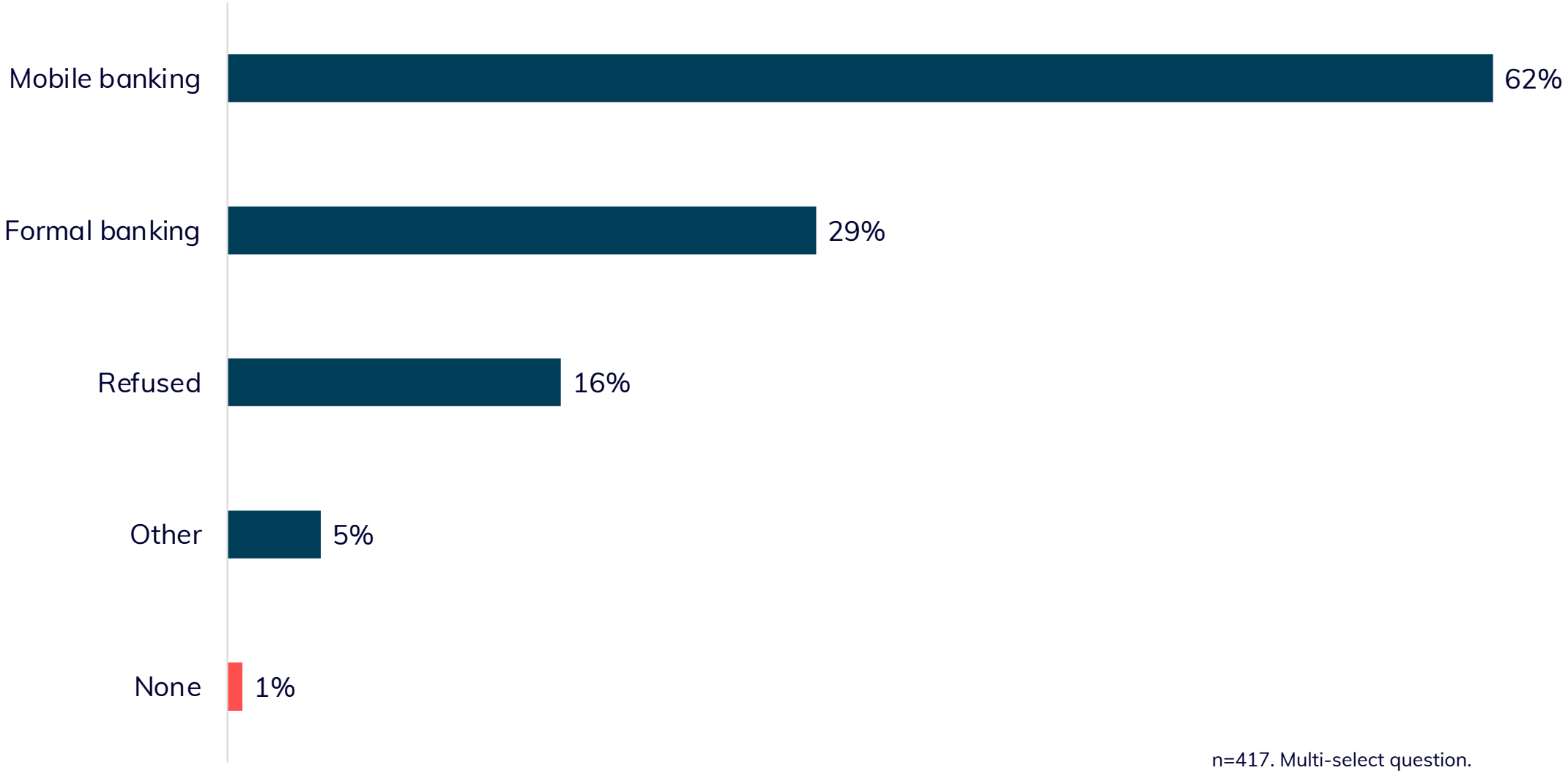


Does your household have access to a savings institution or initiative?



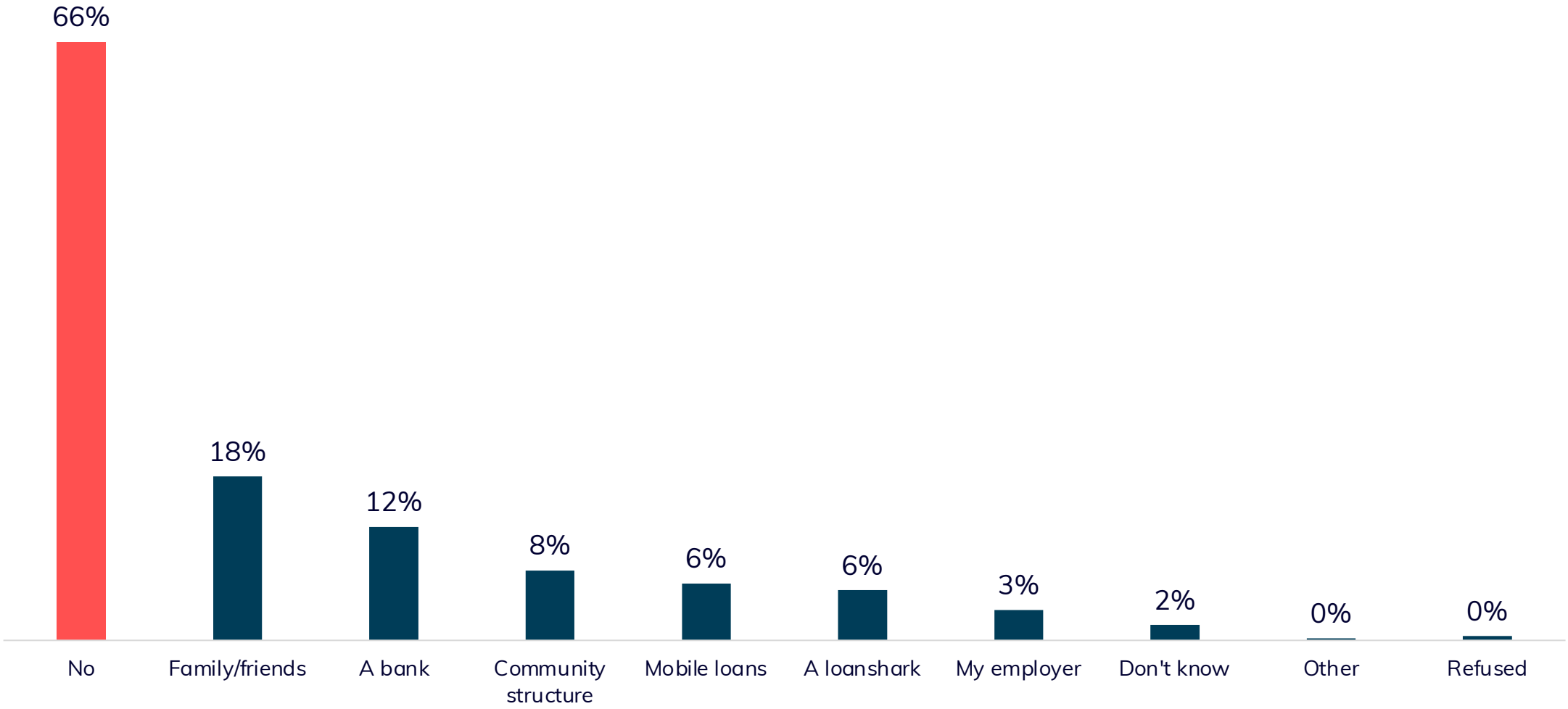
n=417

Which financial facilities does your household have access to?



n=417. Multi-select question.

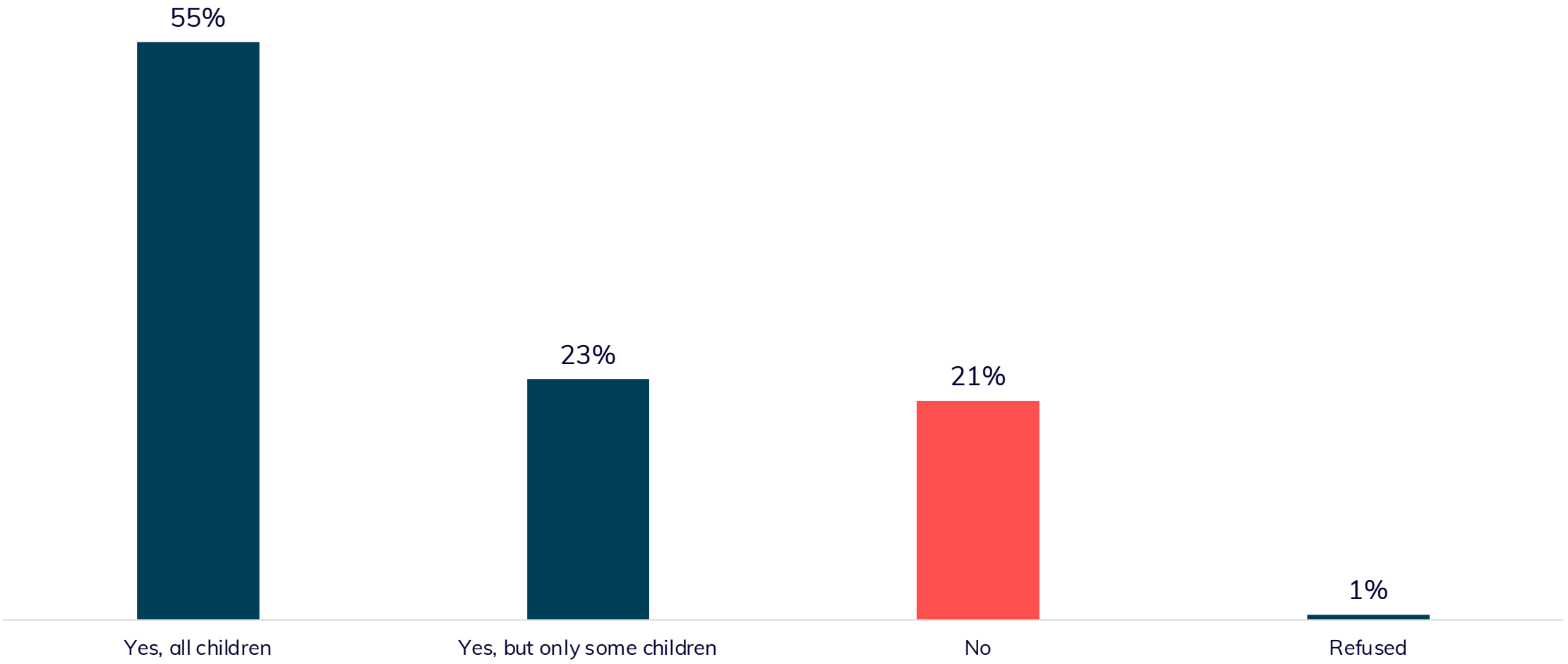
Does your household have access to loan services?



n=417. Multi-select question.

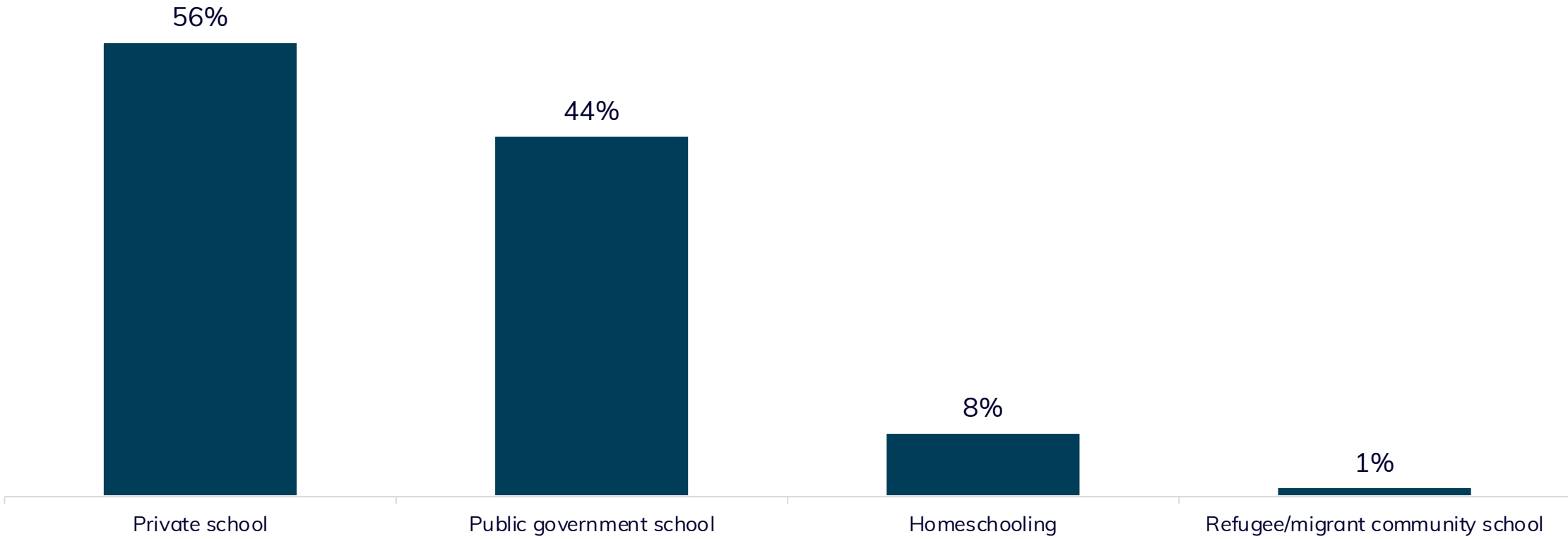
Education

Are your children attending school?



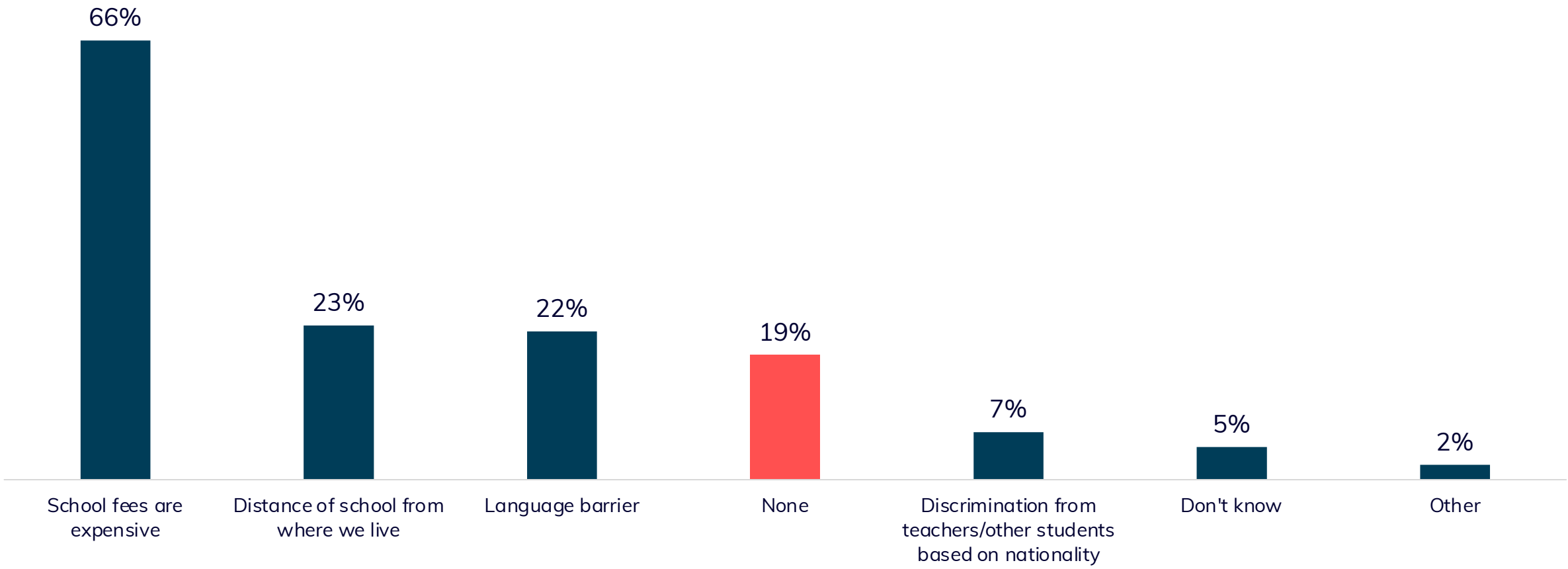
n=225

Which type of school are they enrolled in?



n=165. Multi-select question.

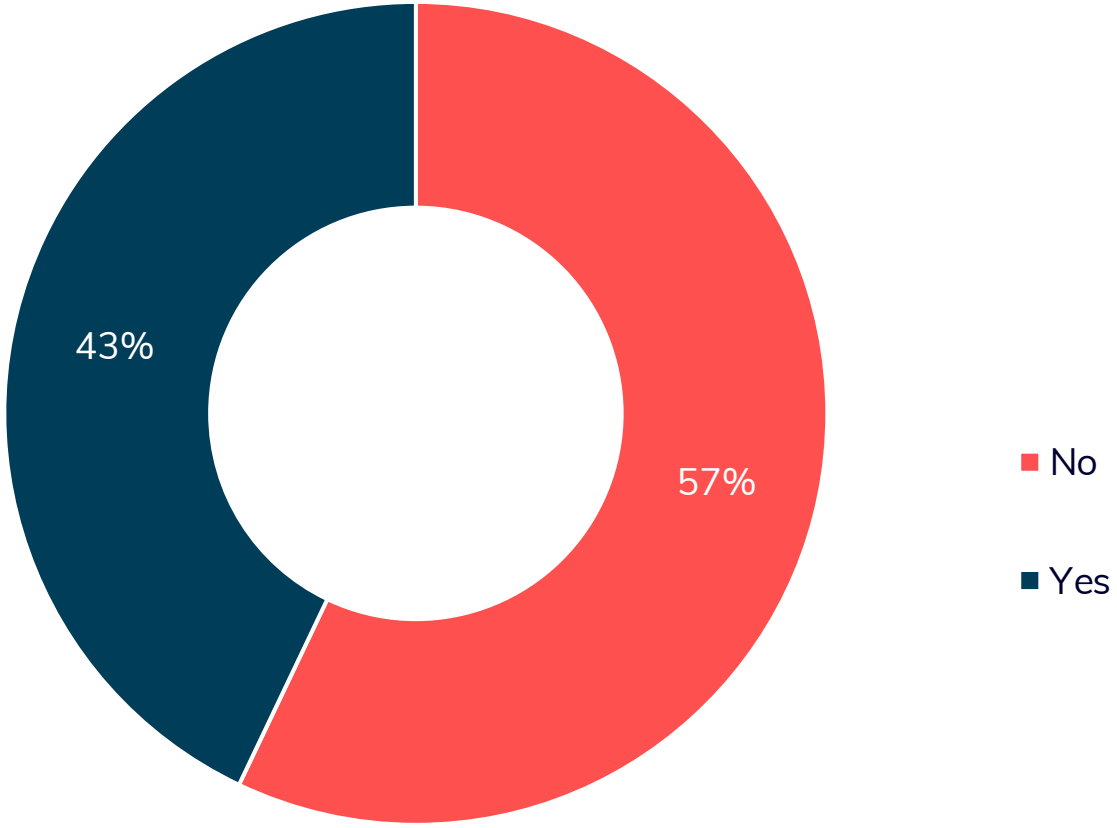
What kind of challenges do your children face in accessing education?



n=225. Multi-select question.

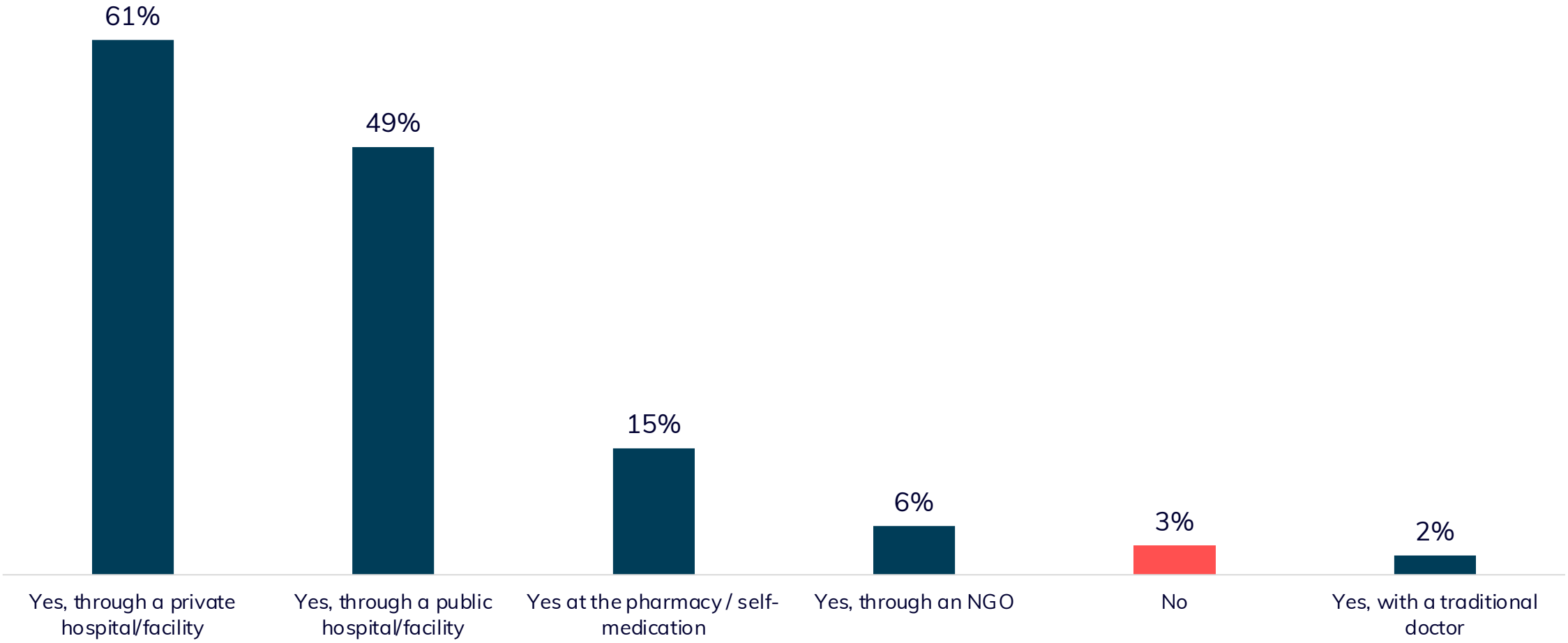
Healthcare

Have you or anyone in your family had any physical health problems or accidents that required medical attention?



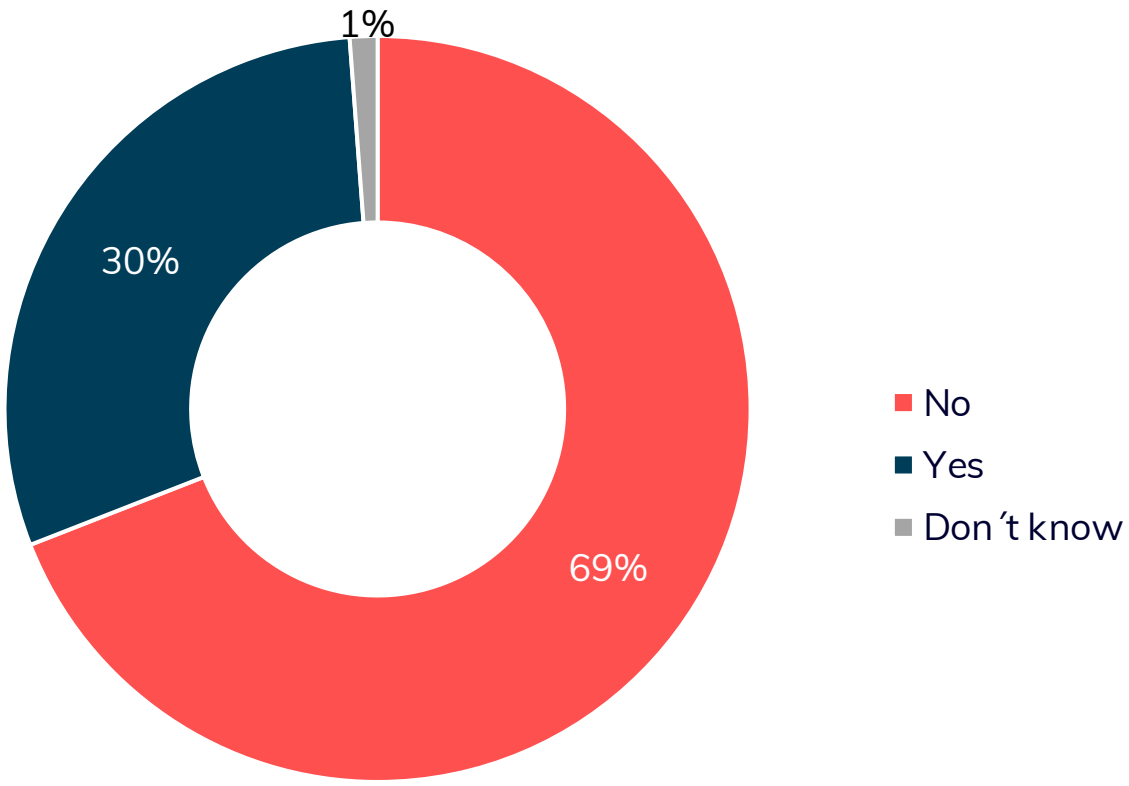
n=417

Did you or the person who had the health problem have access to medical treatment?



n=179. Multi-select question.

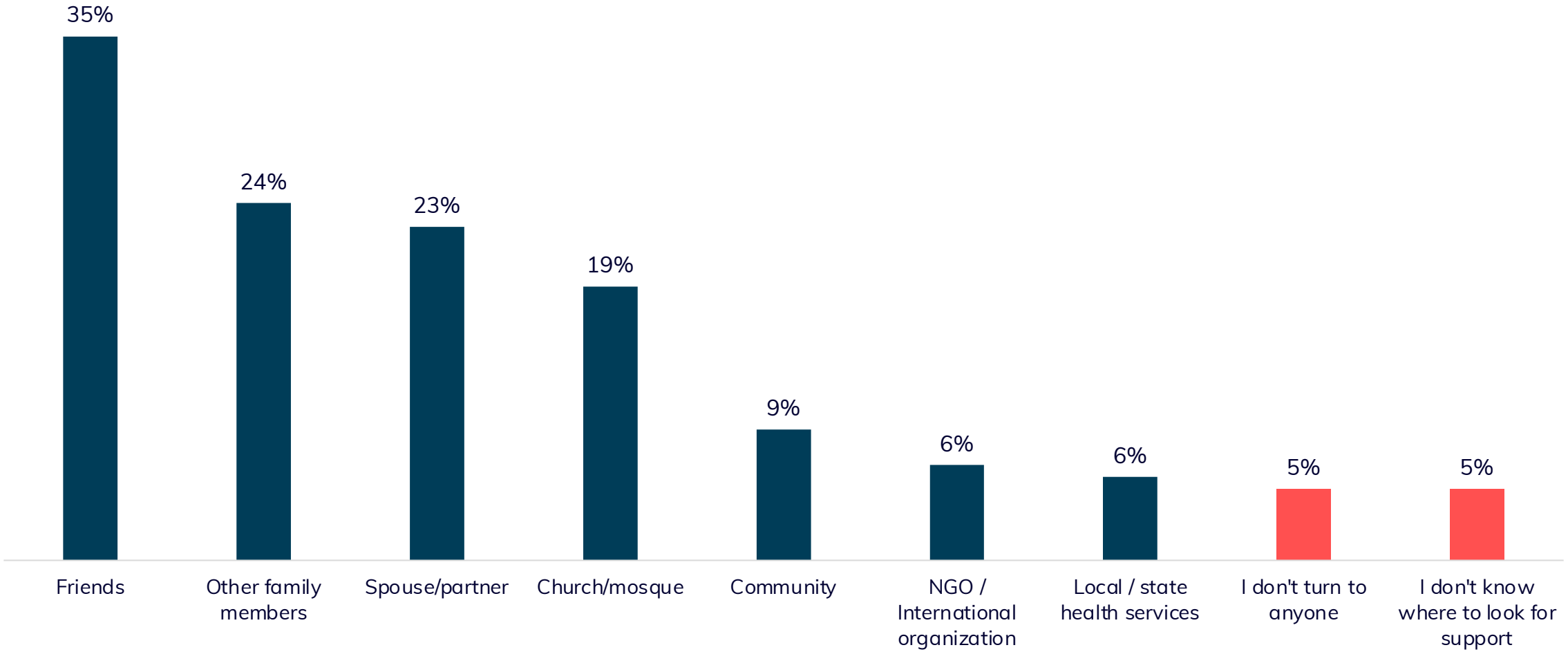
Since coming, have you or anyone in your household had any mood changes?[1]



n=417

[1] Since coming to Kampala, have you or anyone in your household had any of the following feelings or mood changes that you previously did not have: Stress; mood swings for no apparent reason; sadness/crying/irritability/low energy; aggressiveness; distress; changes in appetite; physical pain not related to an illness; nightmares/sleep disturbances; new or recurring fears; anxiety?

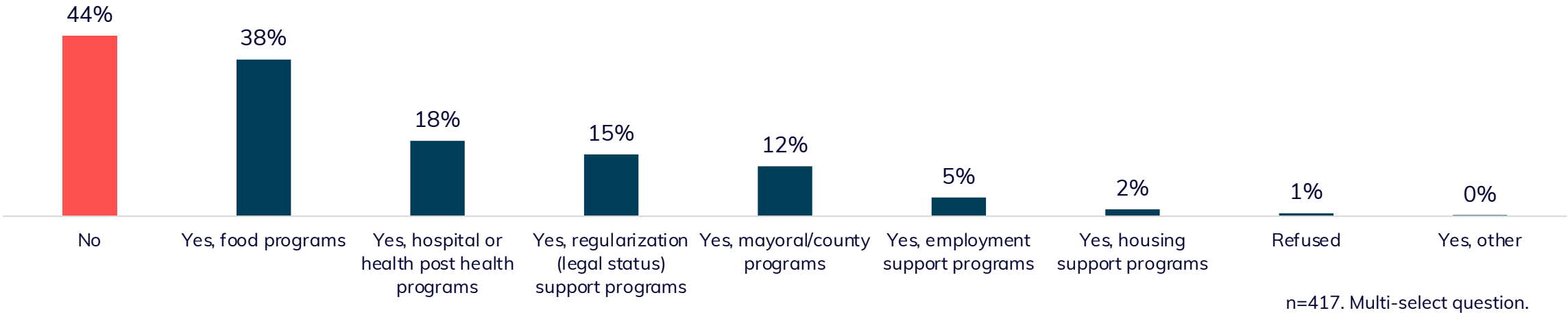
When these symptoms occur, who do you go to for support?



n=124. Multi-select question.

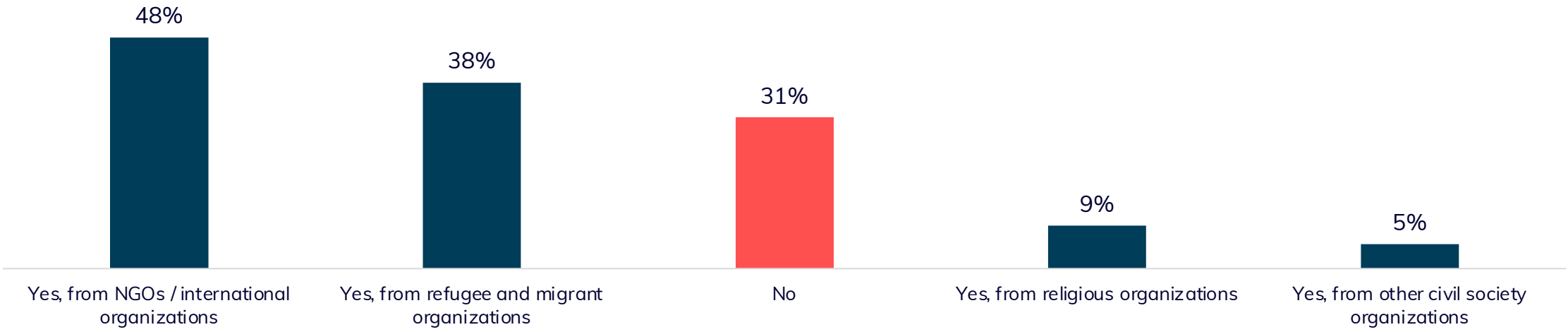
Assistance

Do you know of any government assistance programs for refugees and migrants?



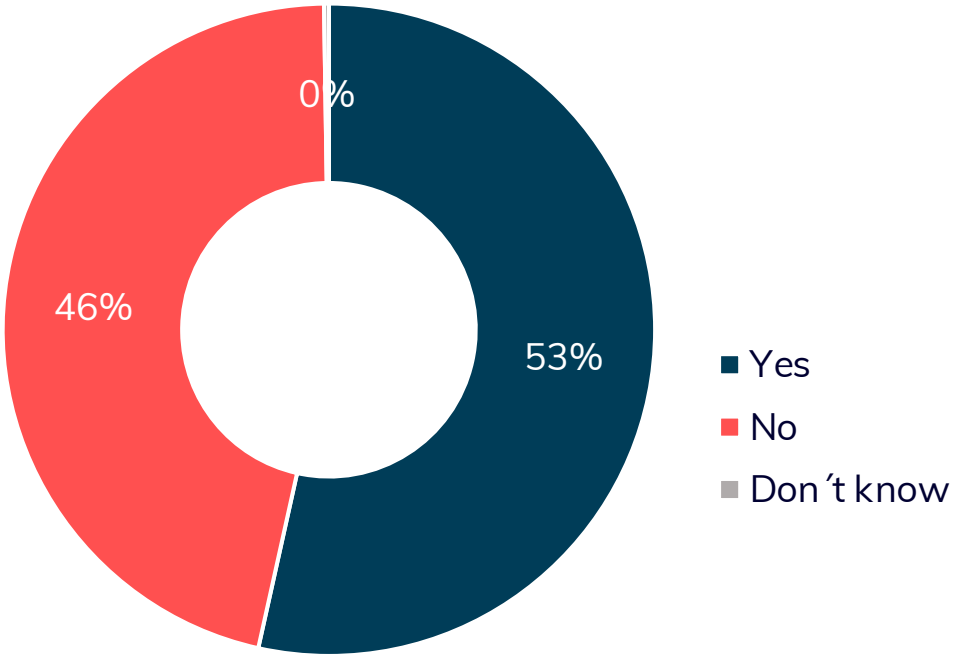
n=417. Multi-select question.

Are you aware of any assistance programs from NGOs, INGOs or civil society organizations?



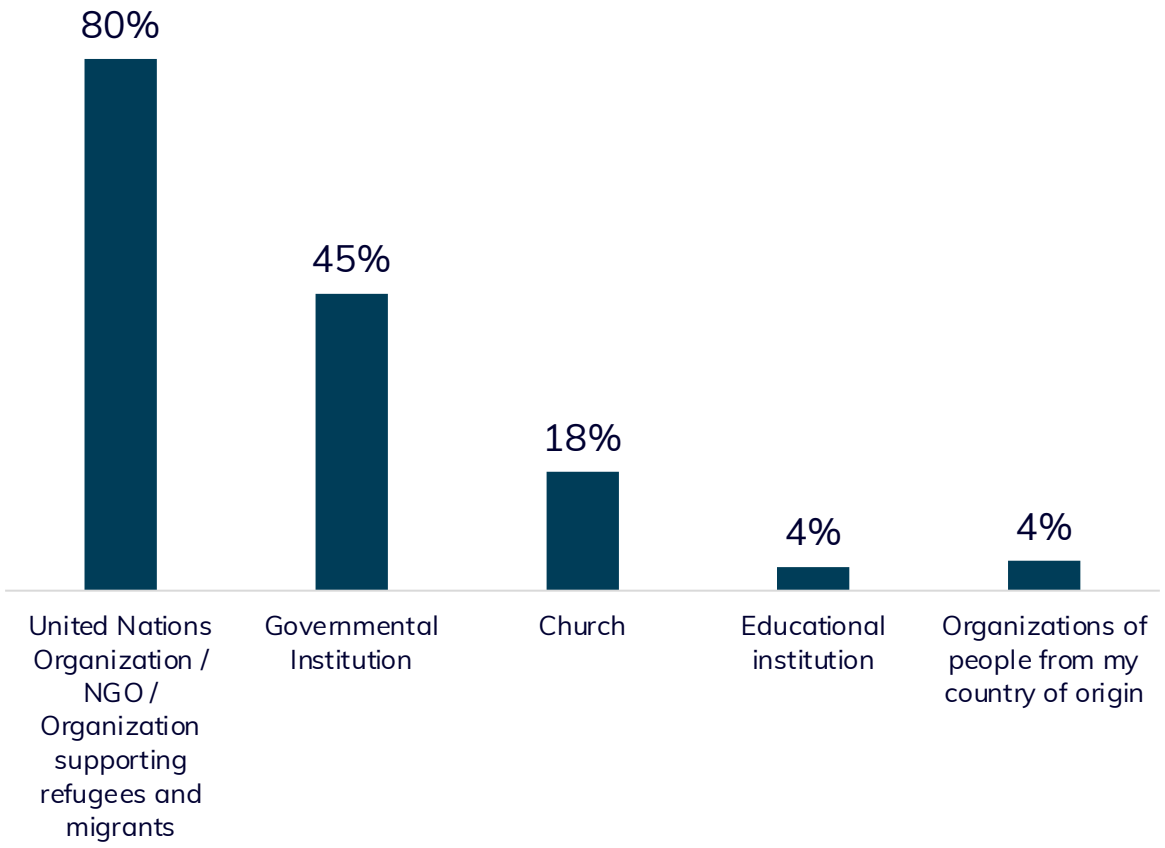
n=417. Multi-select question.

Have you or anyone in your family received any kind of assistance or help?



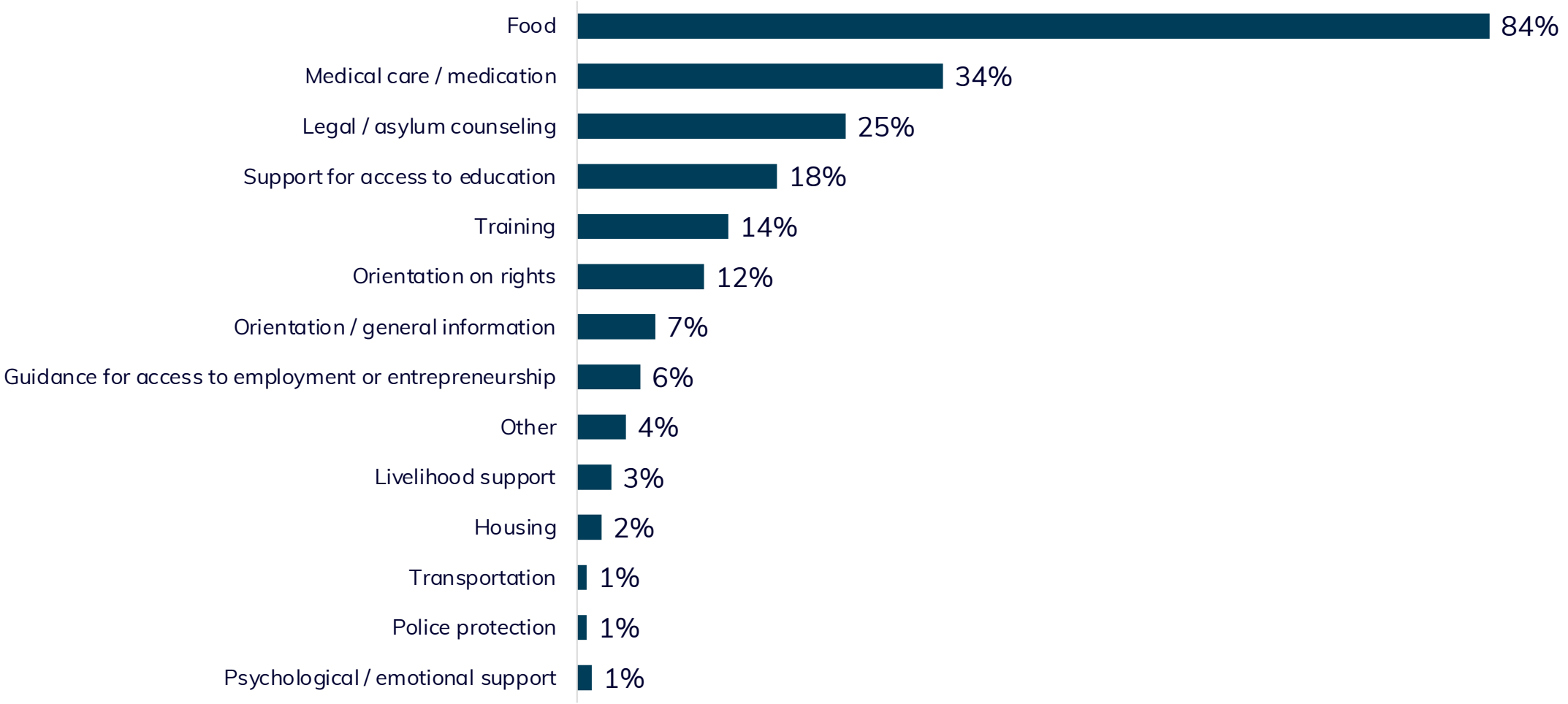
n=417

Which institution provided you with help or assistance?



n=223. Multi-select question.

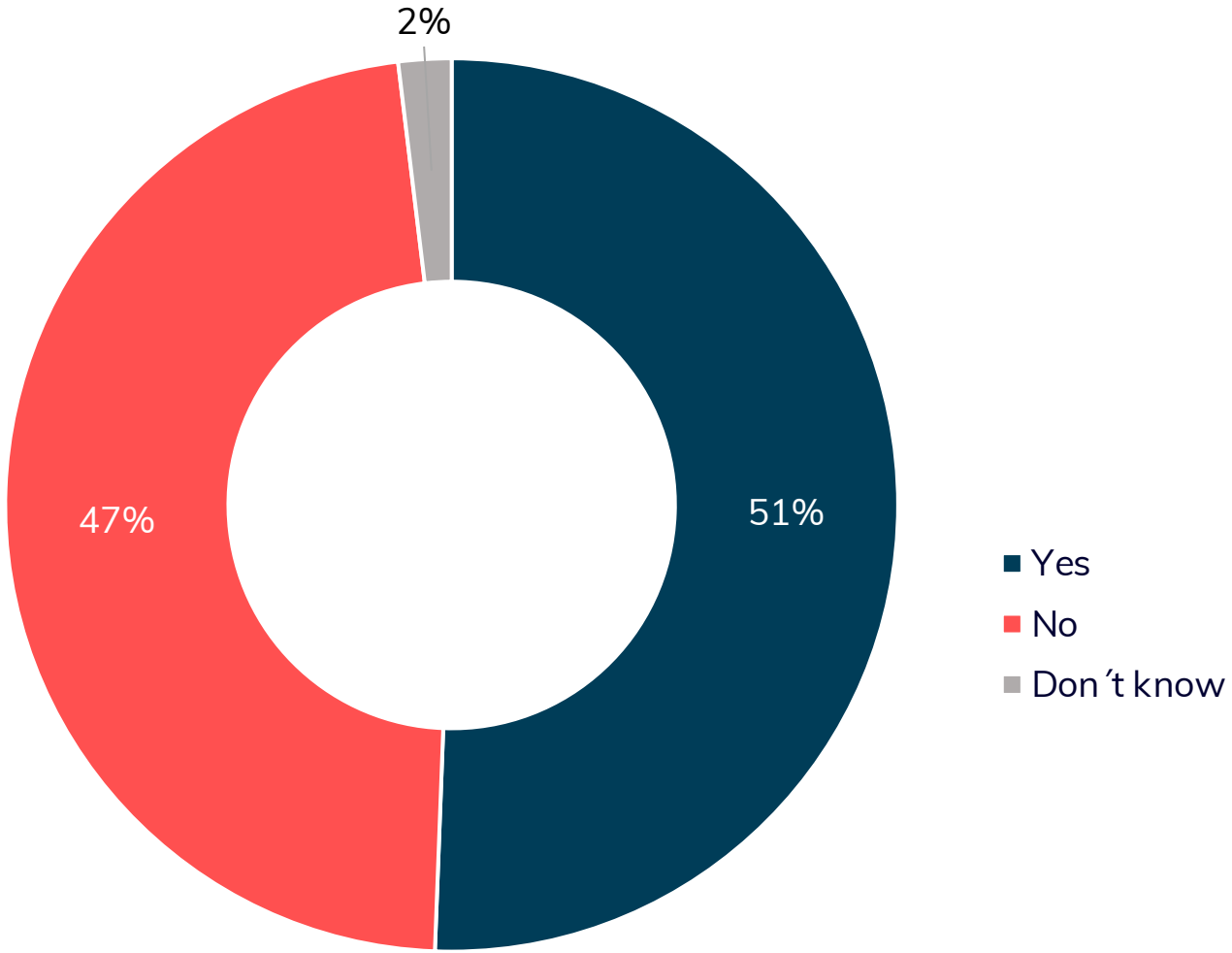
What kind of assistance did you receive?



n=223. Multi-select question.

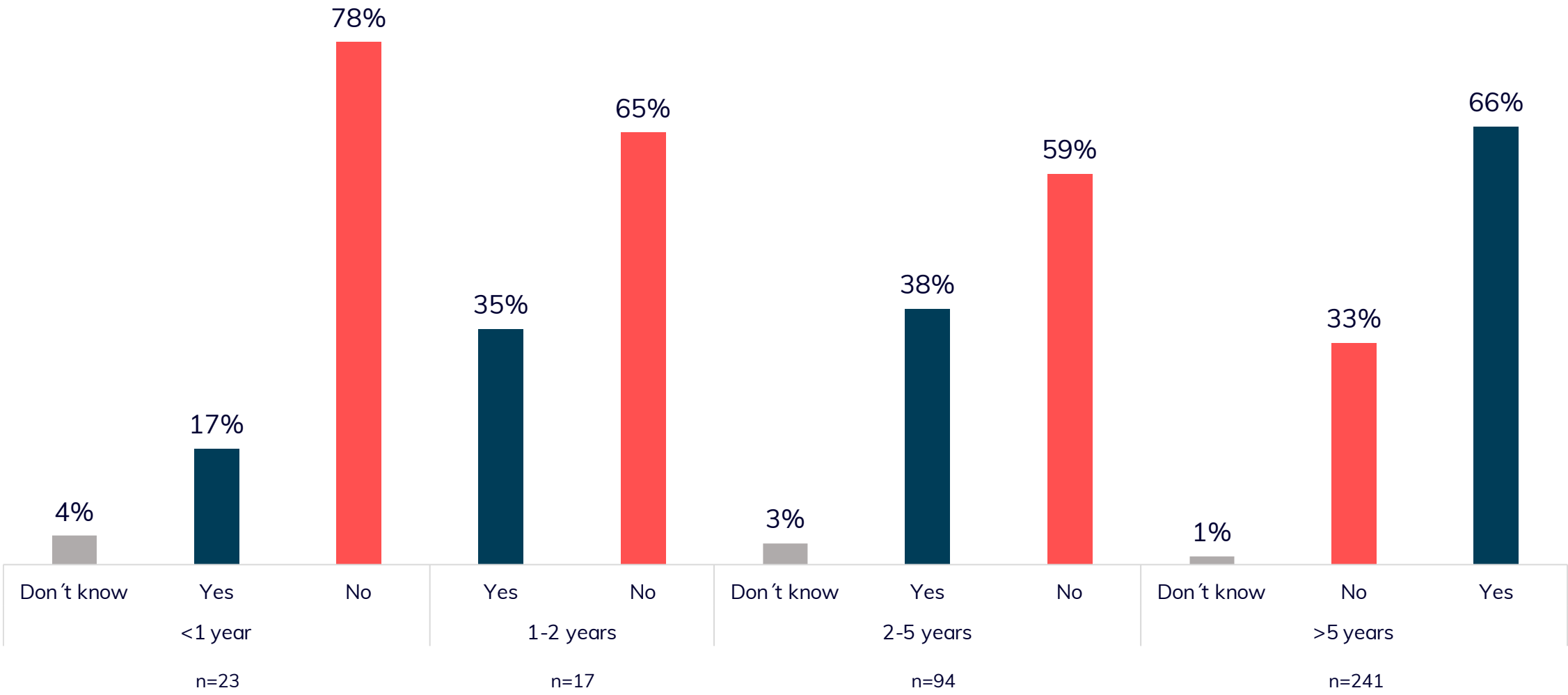
Integration, inclusion and access

Have you or anyone in your family felt discriminated against?

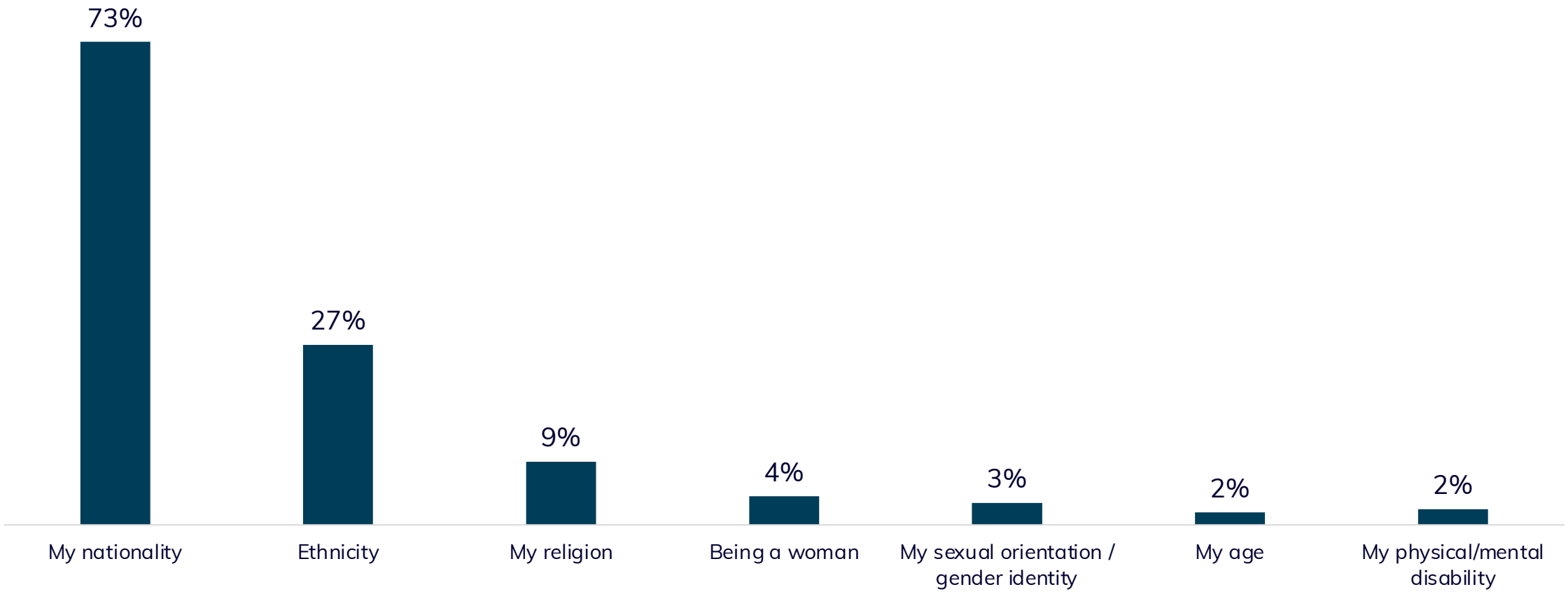


n=417

Have you or anyone in your family felt discriminated against? By length of stay

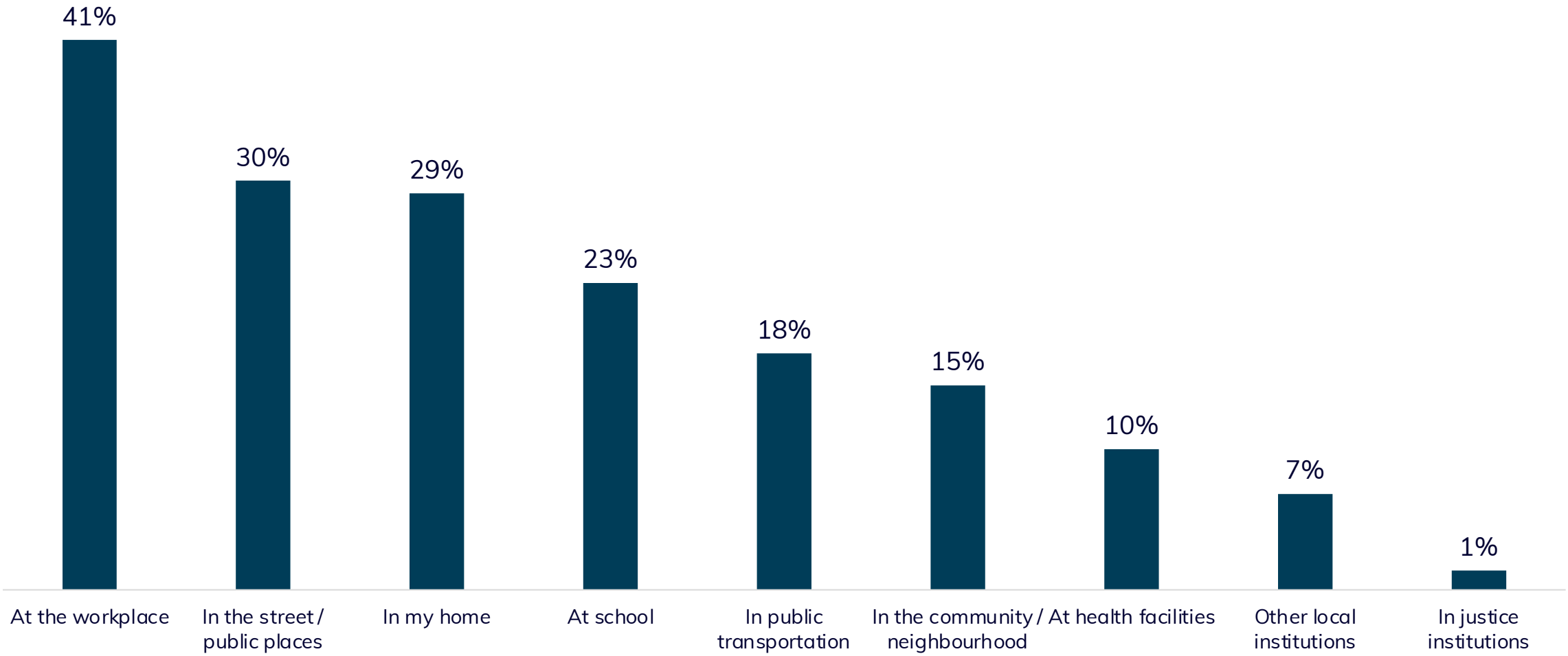


Why have you felt discriminated against?



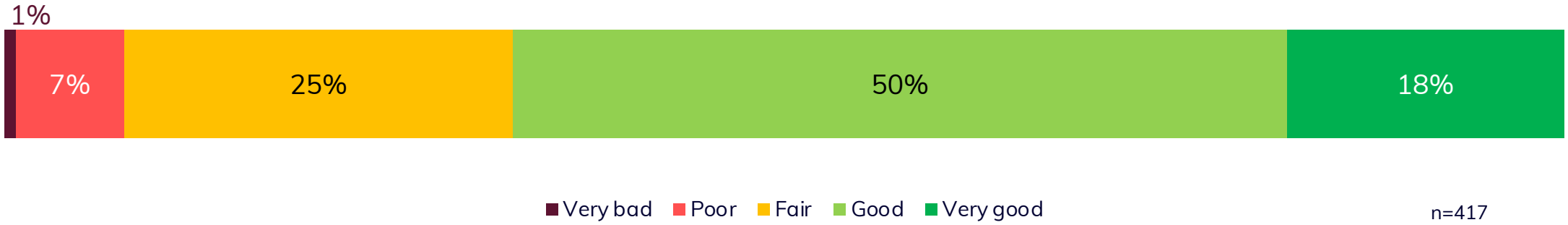
n=211. Multi-select question.

Where have you experienced discrimination?



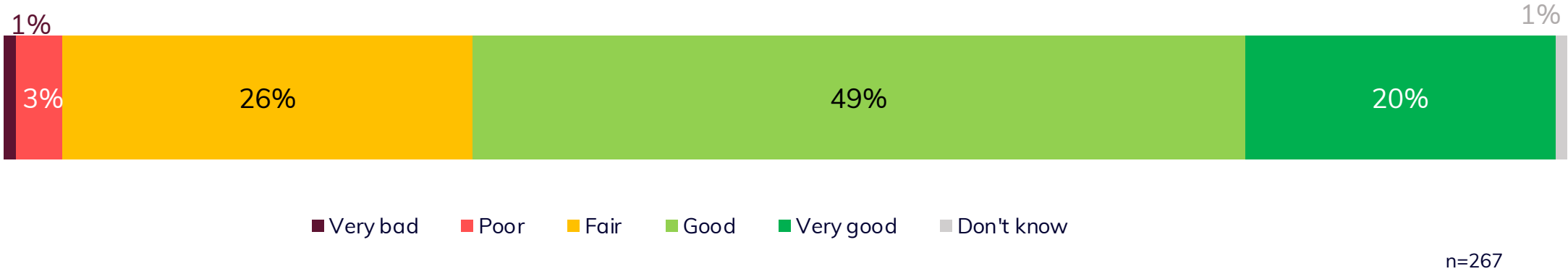
n=211. Multi-select question.

How would you describe your relationship with the local population in your neighbourhood?



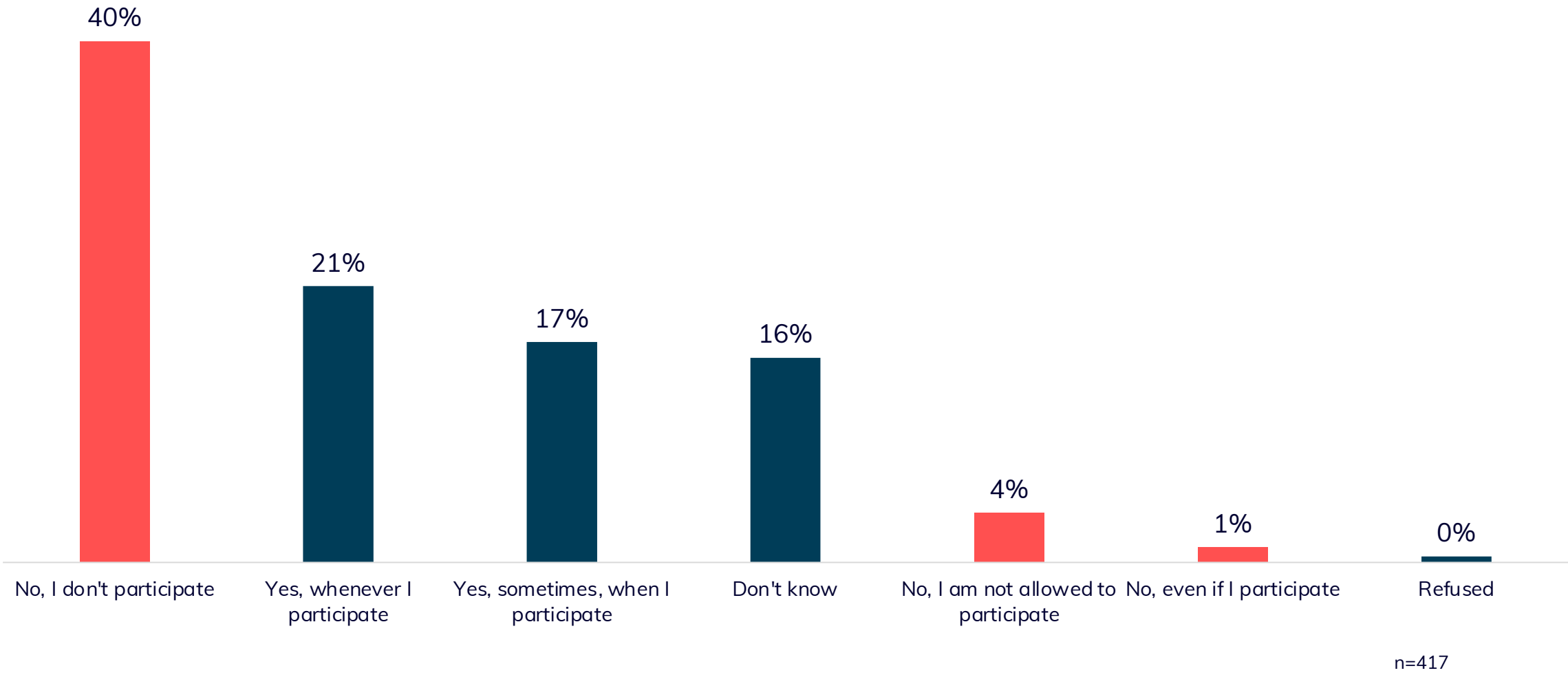
n=417

How would you describe your relationship with the local population where you work?



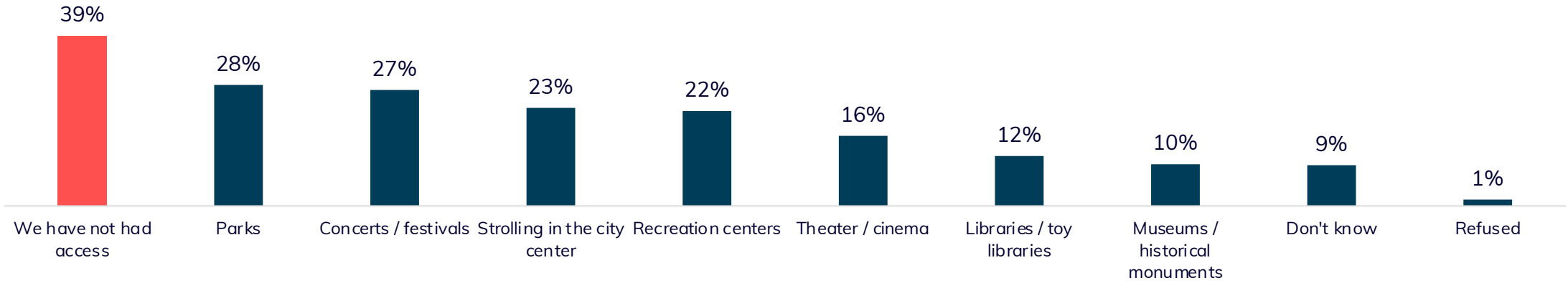
n=267

Do you consider that your opinion is taken into account when there are discussions about the neighbourhood's or the city's functioning?



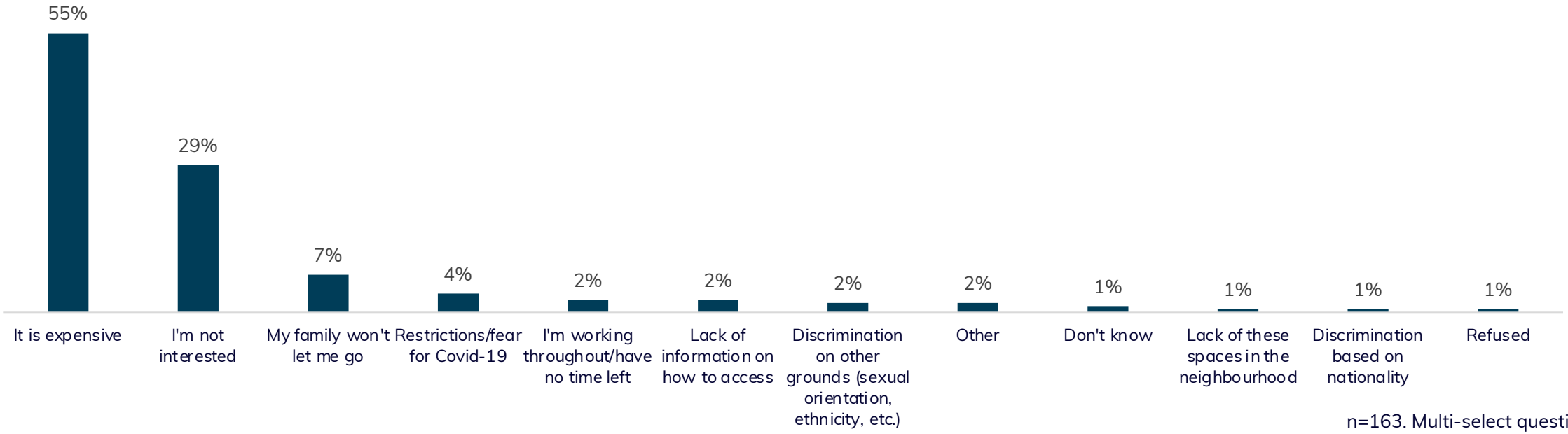
n=417

Have you or members of your household been able to attend any of the following spaces?



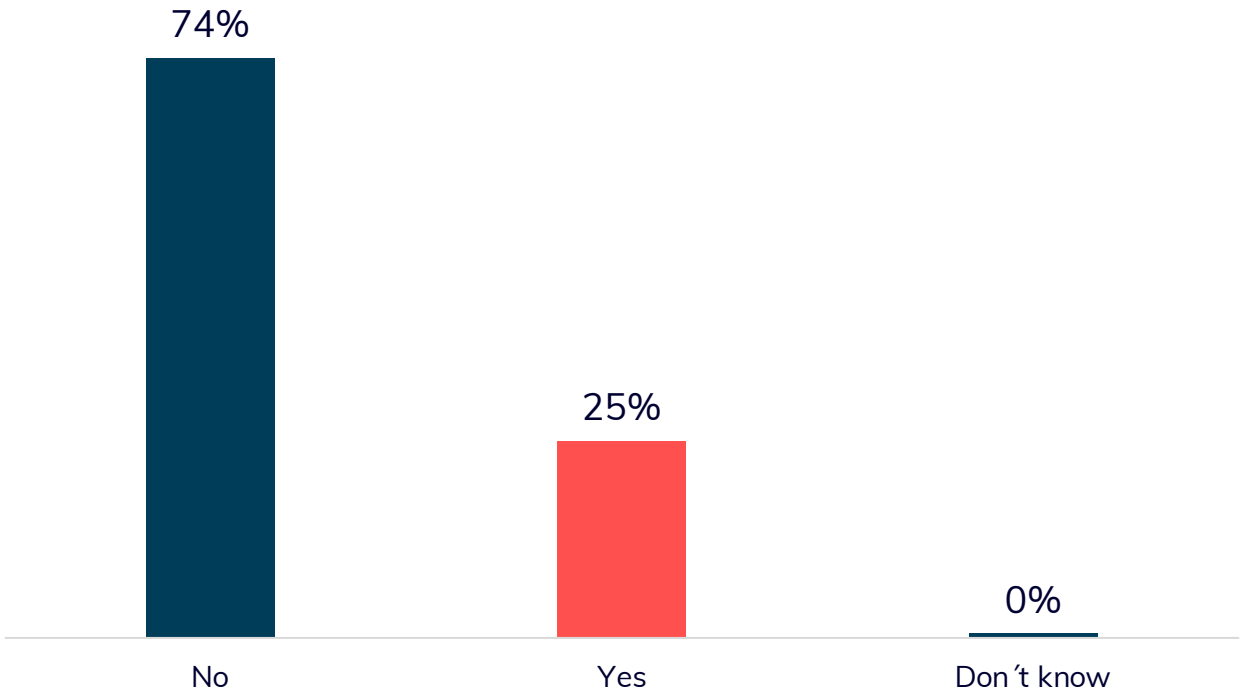
n=417. Multi-select question.

Why have you not had access?



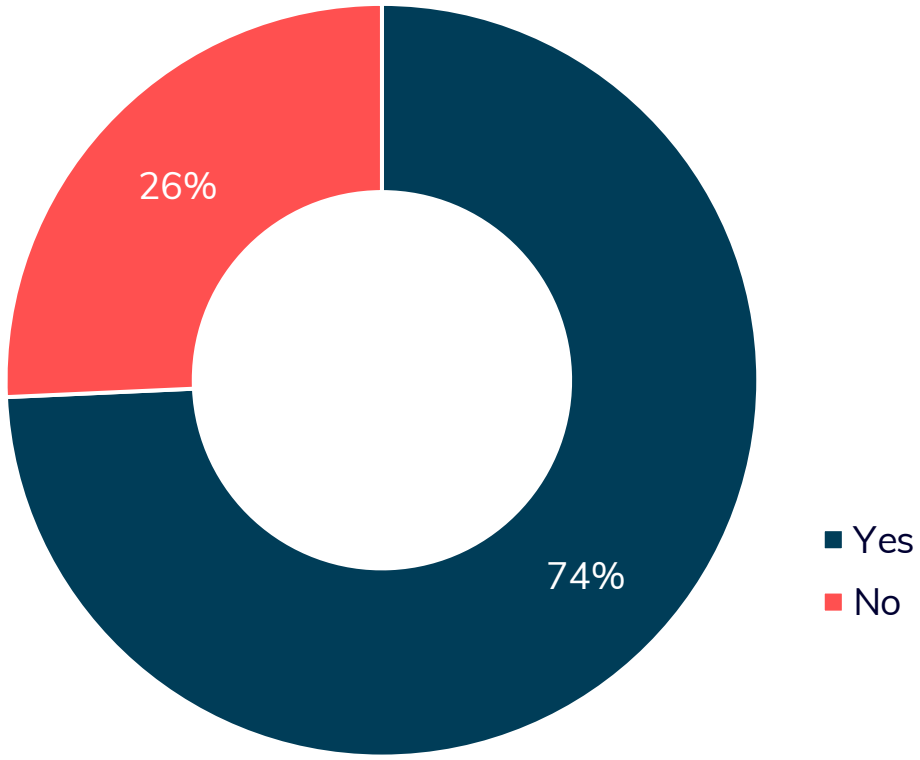
n=163. Multi-select question.

Have you or your family ever been a victim of a crime/ attempted crime?



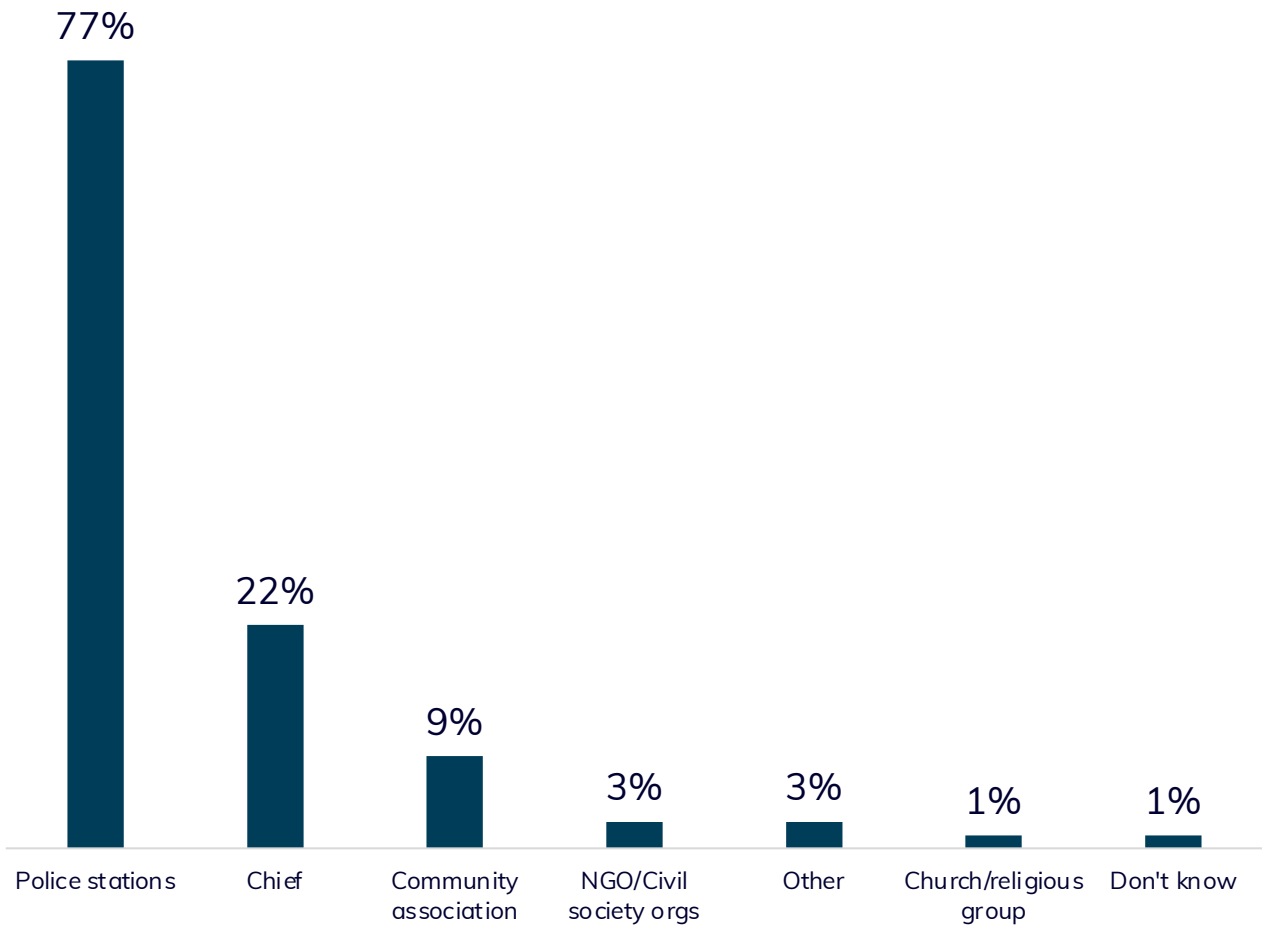
n=417

Have you filed a complaint or a report about it?



n=105

Where did you go to file the complaint?



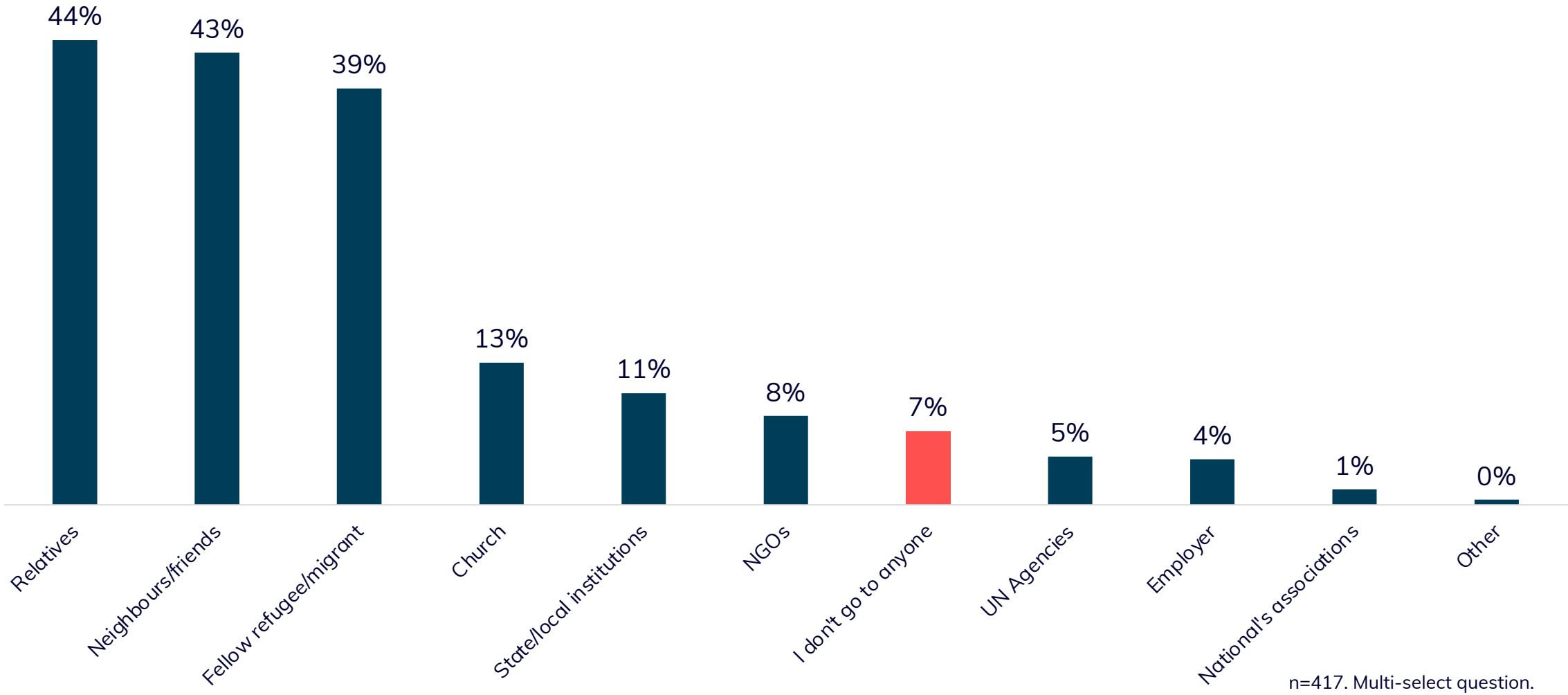
n=78. Multi-select question.

Why haven't you filed a complaint?

n=27. Multi-select question.

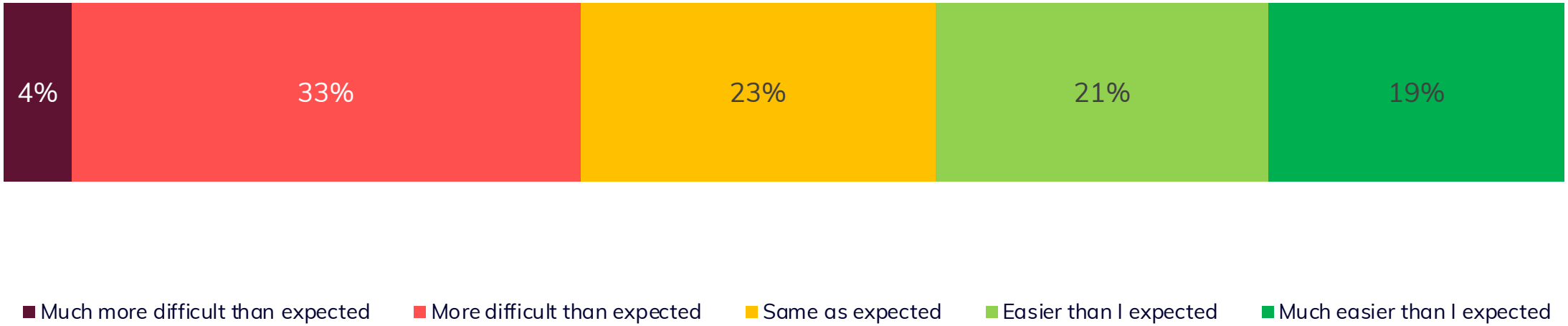
Opportunities and future intentions

When you need support, who do you turn to?



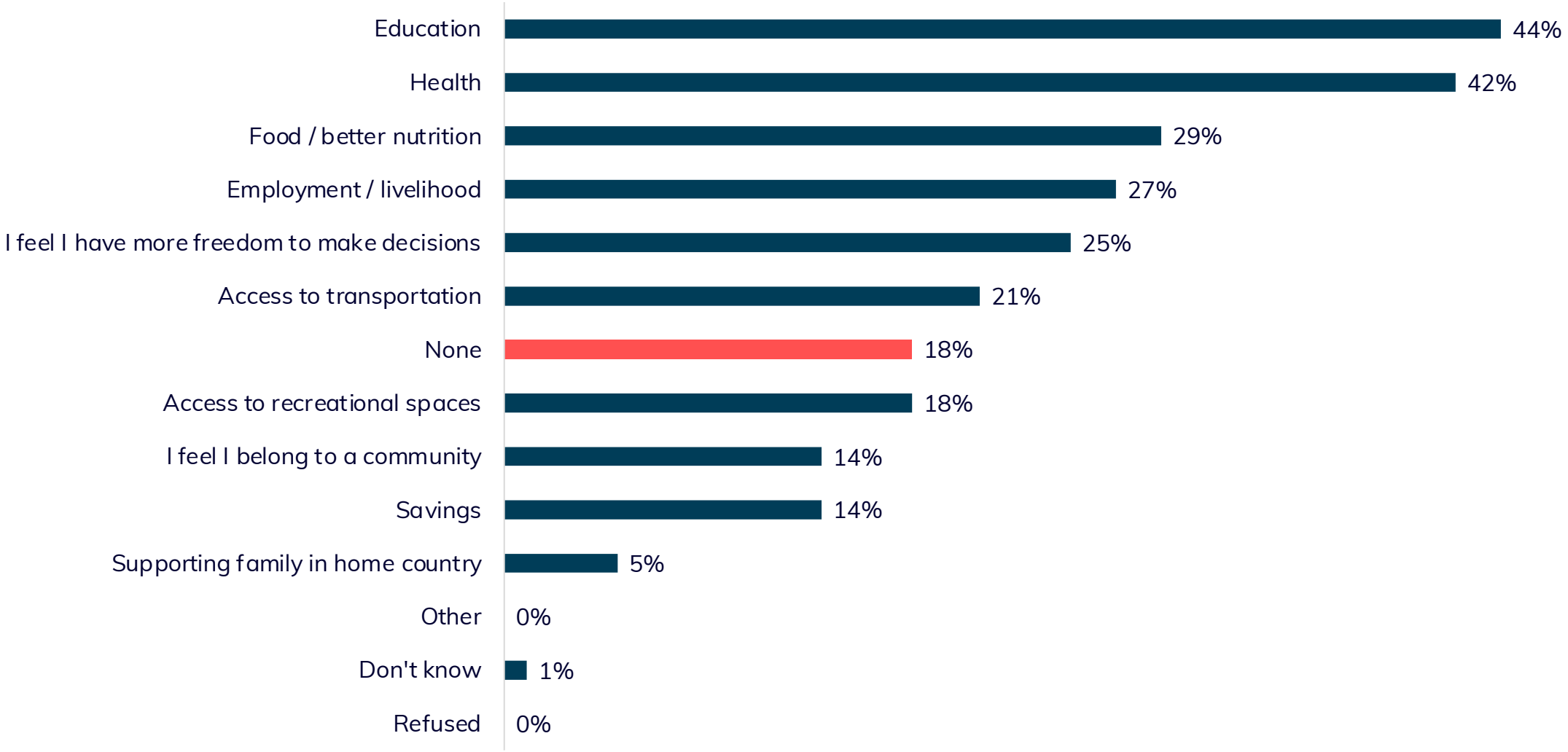
n=417. Multi-select question.

Since you arrived in Kampala, do you consider that your life in the city has been...



n=417

Has the city provided you and your family with any of the following opportunities?



In the short term, what are your plans (concrete plans for the coming weeks or months)?