

Urban Refugee Programme, Kenya

1 – 30 April 2020

81,016

Refugees and asylum seekers registered in urban areas as at 31 March 2020

2,039

New arrival refugees and asylum seekers registered by 30 April 2020.

1031

Refugees in Kenya resettled in third countries in 2020.

KEY INDICATORS

59.1%

Of refugees and asylum seekers in the urban areas are between the age of 18-59 years

37%

Of asylum seekers and refugees registered in urban area are from Democratic Republic of Congo

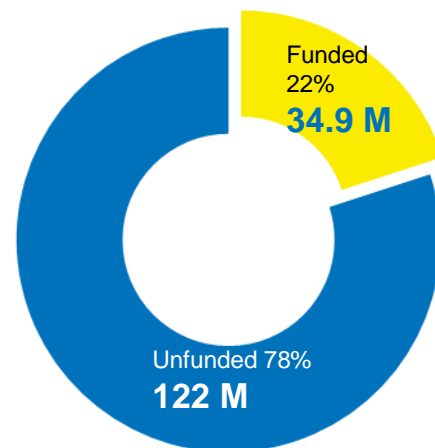
129

Number of children in urban areas being provided with financial assistance with funding from BPRM.

FUNDING (AS OF 08 MAY)

USD156.9 M

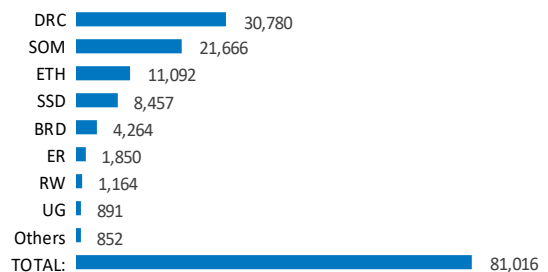
requested for the Somalia and South Sudan situations



Refugees in Nairobi recently fundraised to support the most vulnerable in their communities

POPULATION OF CONCERN

Country of origin



DRC – Democratic Republic of Congo
SOM – Somalia
ETH – Ethiopia
SSD – South Sudan
BRD – Burundi
ER – Eritrea
RW – Rwanda
UG – Uganda

HIGHLIGHTS

- Precautionary measures undertaken by the office considering the COVID-19 pandemic are still in place and staff are still working from home
- On Easter Monday a 28-year-old refugee committed suicide a few meters from the office. The tragic event was confirmed by the police as suicide. The refugee was laid to rest in his country of origin.
- Due to the high numbers of persons of concern (PoCs) requesting financial assistance, UNHCR has been participating in the weekly psychosocial panel with HIAS to identify the most vulnerable. The panel discussions are based on assessments done by the HIAS social workers in all locations in the urban centers where refugees reside.
- It was reported that stateless persons in the Coast region (Kilifi, Mombasa and Kwale), are not accessing care packages provided by the Government and other actors for lack of identity cards.



PROTECTION

Protection Cluster

Legal

Achievements and Impact

- Shauri Moyo Protection Desk remains closed due to COVID 19 Pandemic. Protection Caseworkers continue to undertake counselling remotely albeit with challenges such as language barrier. Persons of Concern (PoCs) remote access to UNHCR has ensured continued service provision. A total of 80 cases were counselled remotely during the month. Issues raised include loss of livelihood due to COVID and therefore inability to meet basic needs, SGBV and insecurity. The ODM unit provided guidance to Protection Caseworkers on updating ProGres.
- The Helpline received a total of 3,323 calls in the month of April. This represents a reduction of 1% from the previous month. A total of 2,508 calls were answered in the first instance. For the first time, the biggest call driver was Assistance (representing 50.73% of answered calls) followed by Protection (at 18.44%). It is also of note that this is the first time that one issue represents more than 50% of the calls. The most used language was Kinyamulenge, followed by Swahili and then English. Virtual meeting technology was used to hold 4 calibration meetings (quality control).”
- UNHCR and its partner Kituo Cha Sheria continue to monitor the protection situation of PoCs residing in the urban areas. Various police stations and prisons were visited including Moyale, Busia, Pangani and Likoni police stations. Interventions were made for 10 PoCs within Nairobi and Mombasa Counties who had been detained in for offences of unlawful presence; and not wearing masks in public contrary to the government directive to curb the further spread of COVID-19. Upon release the PoCs were urged to adhere to the public health measures outlined by the government.
- The office was working with the office of the Director of Public Prosecution and RAS to facilitate an asylum seeker detained in Mandera access the asylum process in Kenya. This is still ongoing.

- The Urban Refugee Protection Network and the Community Based Protection working group held 4 weekly joint meetings.
- UNHCR and HIAS held a meeting on the management of Transit center and Safe House in light of emerging issues in relation to the pandemic.

SGBV

Achievements and Impact

- The GBV working group held 4 weekly coordination meetings. UNHCR participated in 4 other meetings by the National gender sector working group organised by the state department for gender (SDfG), UNFPA and UNWOMEN.
- The national GBV hotline was reported 246 cases for the month (as at 24 April). Majority of the cases were Intimate Partner Violence (IPV), domestic violence and rape. UNFPA pledged to support the call centre for improved disaggregated data and sharing with the stakeholders. Currently the centre has 20 lines and 6 counsellors but requires six additional counsellors.
- IEC materials on GBV particularly on IPV, rape and defilement were shared and circulated to the refugee communities with a view to improve on reporting of GBV cases. Partners reported
- Increased requests from POCs for support with basic needs especially food and rent support through their community outreach workers.
- The Foundation for Health and Social Economic Development (HESED) Africa distributed sanitisers and soap to community leaders in Eastleigh, Kasarani and to 1 CBO. 9 GBV cases were presented in the weekly psycho-social panels. Financial/psychosocial support was extended for 5 cases and 4 new emergency referrals were approved. 15 cases (2 IPV, 12 rape and 1 physical assault) were reported and recorded in the GBVIMS. No GBV cases were reported in Mombasa and Nakuru however UNHCR continues to be in contact with the refugee leaders and the GBV officials from these counties.
- UNHCR attended a Regional GBV webinar on case management adjusted to COVID-19.

Child protection

Achievements and Impact

- Identification and assistance of vulnerable children is ongoing. Assessments were conducted through telephone. 21 best interest assessments, 6 Best Interest Determinations and 29 tele-home visits were conducted. 2 psychosocial panels took place where 60 (13 new) cases were discussed and approved for financial assistance. 20 child headed households and 10 children with specific needs are on continuous financial assistance. Tele-counselling was conducted for 5 children.
- Assistance of foodstuff and toiletries for five children homes accommodating refugee children was approved. Out of the 23 children in the homes, 10 children were abandoned during COVID-19 period. UNHCR and HIAS are working together to implement the assistance.
- UNHCR shared key messages on COVID-19 pandemic with the child protection stakeholders and refugee leaders in order to share widely to POCs.
- UNHCR attended an on-line meeting organised by Children's Agenda Forum that discussed emergency preparedness during COVID-19 and the role of Civil Society.
- 2 Child Protection Working Group meetings involving project and operational partners took place chaired by UNHCR. Identification of new UASC and access to medical services for children during this COVID situation were among key issues. Identification of UASC will be intensified through HIAS community networks; protection monitors, and community workers; and referrals made to HIAS.

Persons with Specific Needs (PSN)

Achievements and Impact

- UNHCR continued to closely monitor PSNs through the community structures. 65 PSNs were identified through the Helpline, community volunteer workers and refugee leaders. Majority were persons living with disabilities (PLWD), single headed households (SHH), women at risk (WAR) and older persons. Most PSNs and their families lost their sources of livelihood due to COVID-19 putting them at more at risk. The number of PSN requiring assistance increased.
- 2 PLWDs were supported with mobility aids and 1 with a hearing aid. Older persons with chronic illnesses were supported with financial assistance because they face the highest risk of the COVID-19 in addition to their families losing their livelihoods. 55 older persons and PLWD received counselling while 20 PLWD, 20 older persons, 30 single headed households and 40 women at risk received financial assistance.
- UNHCR organized a virtual meeting with the Mental Health and Psychosocial working group to discuss issues of mental health and psychosocial support for PoCs during COVID-19 pandemic. Partners agreed that PoCs in need of counselling, will be referred to identified partners. NCKK is supporting 12 mentally ill PoCs. Community health workers are supporting to ensure PoCs take medication. The PoCs are also receiving financial assistance for food.
- Due to the high numbers of PoCs requesting financial assistance, UNHCR has been participating in the weekly psychosocial panel with HIAS to identify the most vulnerable PoCs. The panel discussions are based on assessments done by the HIAS social workers in all locations in the urban centers where refugees reside.
- UNHCR and RAS visited the Chief of Githurai to advocate for PoCs. The Chief confirmed that no PoC will be discriminated against while doing business, and that they will have equal access to the market as the nationals. He requested for a list of PLWD in Githurai so that they can benefit from food assistance that is being given to Kenyans PLWDs.

Registration

- Due to movement restrictions occasioned by the current Covid-19 pandemic, Refugee Affairs Secretariat (RAS) did not conduct any registration activities. The active Urban population stood at 81,016 refugees and asylum seekers as of 30th April 2020.
- A total of 163 telephone inquiries from PoCs came through and were shared with the hotline unit. Four came through emails and were addressed accordingly.
- For continuous flow of work due to the fact that staff are still working from home, some files requested by mostly by RST and RSD units were transferred to e-safe for access from their respective locations. A few urgent cases missing in EDMS were scanned and added therein for review and processing. The RSD team requested for about 740 files. The Registry team with the support of ICT is working on uploading the files into the e safe.
- RAS, with the support of UNHCR, completed 17 Family Reunification interviews and assessments during the month.

Refugee Status Determination

Achievements and Impact

- With staff still working from home, eligibility interviews are still on hold since 16 March.
- Agreement was reached with the Commissioner for Refugee Affairs on the activities during the lockdown, which includes completing assessments and reviews for cases which already had interviews; working out the implementation of the first stage of the Backlog Reduction strategy;

- finalizing Standard Operating Procedures; finalizing the Quality Initiative Work Plan and Report and reviewing an information brochure to asylum-seekers on the RSD
- During the period, no interviews were conducted; 22 assessments were completed.
- RAS and UNHCR Eligibility staff reviewed 84 cases, of which 67 cases are ready to be submitted to the Technical Advisory Committee (TAC) while the rest require complementary interview (13) and re-draft (04).
- On 28 April, the TAC held its 3rd meeting in 2020 virtually in which 578 cases were recommended for recognition to the Commissioner for Refugee Affairs.
- The Eligibility team focused on revising and reviewing tools-such as the RSD SOPs, the Helpline's Frequently Asked Questions relating to RSD queries-to incorporate updates. The SOPs will be shared with RAS for review, validation and implementation. The FAQs will be instrumental in providing timely and accurate information to persons of concern seeking information on their RSD process.

Identified Needs and Remaining Gaps

- 564 cases (1,069 individuals) are pending interviews; 292 cases (439 individuals) are pending assessment and 926 cases (1,445 individuals) pending review. With no new applications during the month, the number of asylum seekers in the urban area who have no access to RSD slightly decreased to 24,527.



Livelihood

Achievements and Impact

- Baseline data entry was conducted for 75 business training beneficiaries.
- UNHCR project partner, Danish Refugee Council (DRC), assessed 20 tailors to identify challenges, needs and opportunities. It was established that 80% of the tailors are engaged in the production and sale of fabric masks but lack adequate market access. DRC liaised with the Kenya Fashion Council (KFCO) and Kenya Bureau of Standards (KEBS) thereafter sensitizing tailors on the guidelines and recommendations on face mask production. UNHCR livelihood unit is supporting with access to markets for the mapped tailors and is working on securing masks orders.
- UNHCR coordinated the urban livelihood working group which held online bi-weekly meetings during the month. Partners continue to monitor and mentor beneficiaries remotely while emphasizing the need to observe protective measures issued by the government. Some partners have been able to provide some support to PoCs in response to COVID-19 situation by distributing sanitizers, soap and face masks.
- UNHCR convened and coordinated the first meeting of the Poverty Alleviation Coalition (PAC) in Kenya with partners whose aim is to implement the Graduation Approach which is an intervention designed to overcome multiple barriers that prevent very poor and vulnerable PoCs and host community households from building sufficient income, assets and human capital to get onto a pathway out of extreme poverty into sustainable livelihoods.
- UNHCR's project partner, DRC monitored 25 PoCs who received business grants in 2019 and are engaged in various business activities. Most of the PoCs engaged in trade highlighted that the cost of stock merchandise had gone up which was affected by disrupted supply chains due to movement restrictions. It was also reported that income levels had gone down due to low sales.



EDUCATION

Achievements and Impact

- Project and operational partners continued monitoring of learners through phone calls. WhatsApp groups for specific classes focusing on candidate classes (Class 8 and form 4) were formed to aid in the revisions.
- Sampling of the extent to which the learners have access to radio and TV was done and 52 secondary school learners were sampled. It was established that of the 52, 13% had access to TV, 9% had access to radio while 19% had access to both TV and radio.
- 110 learners in primary schools were sampled for levels of access to radio and TV. Of these 31% had access to TV while 15% had access to radio.
- Tertiary education scholars were accessing learning through the institutional based eLearning platforms. Institutions of higher learning are negotiating with telcos to subsidize charges for hosting the increased demand for eLearning.

Challenges

- Some families do not have access to radio, TV or a basic phone to support learning for the children while others live in areas without electricity or where electricity is rationed. An appeal has been put for solar powered radios and printed revision materials to be distributed.
- Some families are having challenges accessing food due to reduced livelihood opportunities. Appeals have been made for safety nets through different organizations

Statelessness

- During the month of April, Paralegals reached 75 Persons of Concern (PoCs). They made calls to know progress of their cases, challenges they may be facing as well as shared relevant registration information. 30 were resolved, 32 are work in progress while 13 were closed.
- Calls were also used to sensitize PoCs on the Covid-19 safety regulations and to know how they are coping.
- Telephone Monitoring was conducted with the aim to establish how government responses to Covid-19 is affecting PoCs, as well as to monitor adherence to Covid-19 regulations and human rights violations. Findings of the calls revealed that no stateless person had been arrested for flouting curfew and lockdown rules during the month of April.



DURABLE SOLUTIONS

Resettlement

Achievements and Impact

- In April 2020, the Resettlement Unit submitted 5 cases/14 individuals to Australia, Norway and the UK. The Resettlement Unit has submitted 76 cases/234 individuals through 30 April.
- The Resettlement Unit in Nairobi started working remotely from 16 March. Like other units this will continue at least through 18 May. Due to COVID-19 the Norway and Netherlands missions were postponed indefinitely. Australia, Canada and the US are not processing cases at their respective embassies. IOM is working remotely and there are no out-processing activities currently being done.
- At the end of April, the Bureau sent a checklist for operations to assess the possibility of remote interviews. In May the office will assess the possibilities.

Working in partnership

UNHCR continues to work closely with the Government of Kenya through the office of the Refugee Affairs Secretariat (RAS), and partners to ensure support to refugees and asylum seekers.

Financial Information

Total recorded contributions for the **Kenya** operation amount to **US\$ 34.86 million**

UNHCR is grateful for the critical support provided by donors who have contributed to the Kenya operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

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Links

UNHCR Kenya website: www.unhcr.org/ke UNHCR Global website: www.unhcr.org

UNHCR regional portal

Somalia: <https://data2.unhcr.org/en/situations/horn>

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