



One Youth One Heart Initiative

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THEMATIC STUDY REPORT



REFUGEE RELIEF INFORMATION ACCESS AND INNOVATIONS INCLUSION PROJECT





CONTENTS

BACKGROUND	7
The need for a youth information platform	9
The needs assessment	9
Goal of the assessment	9
Objectives of the assessment	9
Assessments questions	9
METHODS	10
Sampling and Locations.....	6
Instrument design.....	7
Data collectors	7
Data collection.....	10
Data processing and validation	11
THE FINDINGS	11
THE MAIN ASSESSMENT FINDINGS	13
The services and service providers for the urban refugee youth	13
The relevance of the services to the needs of the urban refugee youth and asylum seekers.	15
Access information on services and innovations among the urban refugee youth and asylums seekers.....	18
Information needs of the urban refugee youth and asylum seekers	19
Innovation inclusion.....	22
Framework for the integration of youth services among the URSOs interventions and services	24
Explanation of the framework.....	24
OBSERVATIONS AND RECOMMENDATIONS	26

List of Figures and Table

TABLES

Table 1: Response rates by nationality	11
Table 2: Means of survival of the urban youth	12
Table 3: The general and specific services youth obtain from URSAs	15
Table 4: The Limitations/Challenges to urban youth innovativeness.....	16
Table 5: Means to ensure that the services provided are youth friendly	17
Table 6: Common means of communication for the URSOs with the urban youth refugees	18
Table 7: Information needs of the refugee youth and asylum seekers	19
Table 8: Common skills and innovations' enablers among the urban youth refugees and asylum seekers.....	22

FIGURES

Figure 1: Time spent in Uganda as refugees.....	12
Figure 2: Number of youths accessing services from the URSOs	14
Figure 3: Percent of commonly approached agencies by urban refugee youths for services	14
Figure 4: Common needs and preferences of the Urban Youth and asylum seekers	16
Figure 6: Level satisfaction with the existing means of communication for the urban youth refugees.....	16
Figure 6: Enablers for the refugee youth to access and use the information platform	21
Figure 5: Limitations to accessing information	21
Figure 7: Number of youth that have participated in making an action plan for youth issues while in Uganda.....	23

List of Acronyms

CSOs	Community Serving Organizations
FRC	Finnish Refugee Council
IAU	Inter-Aid Uganda
OPM	Office of the Prime Minister of Uganda
OYOH	One Youth One Heart Initiative
RLP	Refugee Law project
UNHCR	United Nations High Commissioner for Refugees
URSOs	Urban Refugee Serving Organizations
WTU	Windle Trust Uganda
KCCA	Kampala City Council Authority
GOU	Government of Uganda
SRS	Self-Reliant Strategy
SPSS	Statistical Package for the Social Sciences
S&IEs	Skill and Innovation Enhancements



FOREWORD

This report has been prepared by One Youth One Heart Initiative (OYOH) team, a youth led innovation initiative comprising of both refugee youth and host community youth working together to jointly co-create solutions to community challenges.

The report was prepared with support from Inter-Aid Uganda and UNHCR. The survey team was offered full support by Mr. Kironde Emmanuel, Senior Programs Officer-InterAid Uganda and Ms Penninah Mugume, Senior Protection and Community Services Officer-InterAid Uganda.

The evaluators wish to thank Ms. Darlson Kusasira –Office of the Prime Minister of Uganda Ms. Vivian Louise -HIAS, Mr. Ronald Muganyi -Finnish Refugee council, Mr. John Sinjanire-Windle Trust Uganda and Mr. Asimwe Abel –KCCA for support rendered during the survey.

Special thanks to the Refugee community leaders and all the youth that took part in the survey; from the Burundian community, Congolese Community, Eritrean community, Somalis community, Rwandese community, South Sudanese community and the Sudanese Community

INTRODUCTION

“...The youth voice is crucial to the overall effectiveness of service- learning programs. Youth voice has a tremendous impact on program participation and program outcomes, both short term and long term.”
— Education Commission of the States.

In this report, One Youth One Heart presents findings of the assessment undertaken to understand the existing program interventions and their appropriateness among refugee serving agencies targeting refugee youth and asylum seekers in Kampala.

BACKGROUND

Approximately 96,650 Refugees and Asylum seekers with a total population of 40,558 youth between the ages of 18 – 36; a number that cannot be ignored for meaningful access to information and inclusion of their innovations into program interventions affect service delivery for the youth.

In the late 1990s the GOU AND UNHCR introduced the ‘self-reliant strategy’ for refugees. Broadly, SRS advocates ‘self-reliance’ for refugees defined by

UNHCR as a situation where refugees are enabled ‘to gain the social and economics ability to meet essential needs on a sustainable and defined basis’(UNHCR 2005:3).

Currently, enhancing refugee livelihoods is synonymous with the promotion of self-reliance in UNHCR’s conception. UNHCR’s handbook for self-reliance, For instance, articulates that self-reliance refers to the development and strengthening refugee livelihoods and reducing their vulnerability and dependency of external aid (UNHCR 2005)

The Refugee Act of 2006 that is regarded as a model for Africa, recognizes the right of movement for refugees and to work for them to become self-reliant. However, earlier experience stipulated that if they wished to benefit from a comprehensive UNHCR support, they were still bound to the settlements, which tend to be located in remote and marginal areas, where they would keep limited to opportunities available in the settlements thus disruption of optimum exploitation of their potential and innovations under different settings.

Though the Act introduced steps towards locally integrating the displaced, e.g. through shared use of hospitals and schools in order to resolve the cloudy

parallel systems, the meager benefits spilled over to refugee youth whose life styles are so dynamic and fragile and require appropriate information available in a refugee youth friendly manner. This will enable them access services and also deliberate on efforts to integrate their innovations at different stages of service delivery and decision making over issues that affect their lives in the urban and also to speed up their integration, protection and self-reliance.

Therefore it is crucial to note that despite the existence of refugee friendly policy in Uganda and the presence of number of refugee support organizations in and around Kampala which offer relief assistance, emergency food aid and protection, refugee youth in Urban are desirous of accessing timely, reliable and robust means of accessing services available to them to adequately address their needs.

UNHCR & OPM – RIMS Statistics as of May 31st 2017.

The need for a Youth Information Platform

During the 2015 participatory assessment exercise (Age, Gender and Diversity Mainstreaming) in Kampala that was conducted by InterAid Uganda (a refugee support organization and an Implementing

agency for UNHCR), Refugee youth and asylum seekers expressed a challenge of limited access to relevant information on available relief, support and protection in the urban. This in addition was the inadequate integration of refugee youth innovations in the program interventions that are implemented to benefit them.

Furthermore, Language barrier as expressed by refugee youths who come from Francophone, Arabic and other non – English speaking countries limits refugees from accessing available relief service information. In addition, the host communities have limited information on refugees and in particular the youth. The hosts know less about the skills, knowledge and potentials that the refugee youth poses. In most cases, they are seen as an extra burden to public service and integration into the host community.

“The proposed initiative is expected to co – create a platform that is designed by, with and for the youth to coordinate updated information from all refugee support service providers, build firm and sustainable service relationships and inform refugee youth and asylum seekers in the urban areas about all integrated services available, events and protection information”.

The Youth Information Platform Needs Assessment

This needs assessment was undertaken by OYOH as part of the preliminary activities preceding the undertaking of the development of the information platform and innovations' inclusion for the urban refugee youth serving organizations. Through a rigorous process of engaging the refugee youth the assessment generated data to provide details on the necessity of the innovation, how it can better be implemented, with practical suggestions from the potential users.

Goal of the assessment

The overall goal of the assessment was to collect data that would help One Youth One Heart to understand the level of youth involvement in refugee service provision.

Objectives of the assessment

1. To ascertain and document the agencies that provide services and the services they have for urban refugee youth and asylum seekers.
2. To ascertain the relevance of the services to the needs of the youth and for the enhancement of innovativeness among the urban refugee youth and asylum seekers.
3. To ascertain and analyze the means by which the urban refugee youth and asylums seekers access information on the available services and other important information.
4. To develop and share a framework for refugee serving organizations and public facilities to involve the refugee youth and asylum seekers and integrate their innovation in their services.

Assessments questions

The assessment was aimed at generating data that would help to answer the following questions:-

- 1) What are the agencies that provide services and the services they have for urban refugee youth and asylum seekers.
- 2) To what extent are the services available at the URSOs relevant to the needs of the youth and for the enhancement of their innovativeness?
- 3) What are the means through which the urban refugee youth and asylums seekers access information on the available services and other important information?
- 4) How can the refugee serving organizations and public facilities involve the refugee youth and asylum seekers in their services?

METHODS

Sampling and Locations

The assessment was conducted in three divisions of Kampala that included; - Makindye, Lubaga, and Kampala Central. Randomly, one parish was selected from each division, and two zones/villages from each parish (total 6 villages). The sample size from each village/zone was 40 youth refugees (20 male and 20 female).

The team calculated the sampling interval by dividing the estimated number of youth refugees in each village by the required sample (40). Teams chose the refugee youth encountered at the starting point as the first respondent and used the sampling interval to select additional respondents until they reached the required sample. The sample was designed to

meet the survey objectives. The required sample was youth of the age from 18-35 years old. The field researchers interviewed 40 youth in each village. The total sample size objective was 240 male and female youth.

Instrument design

The assessment was guided by a structured questionnaire and Interview guide to collect data from the selected respondents. The first section captured the respondents' socio-demographic background. The second section covers the respondent's knowledge on the available services for refugee youth and services consumption patterns. The third section covers the respondents' access to information about the youth refugee services and the enablers for adoption and use a web based information platform. The fourth

section covers suggestions for application of a coordinated mechanism for the provision services to the youth in a friendly way.

Data collection

The assessment was conducted by OYOH 6 staff who collected both the survey and qualitative data required for the assessment. The staff had successfully worked on some other research works among refugees in the past, and all had experience in data collection. Three teams were set up for data collection. Each team consisted of one female and one male interviewer. Each team went to a different division and collected data from the two sample villages in that division. All questionnaires were checked before leaving the village/zone and in the case of any missing data, the interviewer

returned to the respondent to ask the question and obtain complete answers. The teams collected both qualitative and quantitative data for a period of five days.

Data processing and validation

OYOH team entered the survey data in a tailor-made Access database that included legal values for all numerical fields and automatic skips macros for all filter questions. With the assistance of a statistician, queries were ran to identify records with inconsistent or counter-intuitive data and checked every suspect record. Therefore, there is confidence that the data does not have inconsistencies. The quantitative data was analyzed using SPSS and represented in a graphic or tabular form

THE FINDINGS

This section of the report presents the findings generated with the methodology explained earlier. The presentation and discussion on the findings is combined for a more logical flow. The first part of the section presents the response rates and characteristics of respondents.

Table 1: Response rates by Nationality

	Frequency	Percentage of the overall target
Congolese	52	21.7
Burundians	35	14.6
Ethiopians	21	8.8
Eritreans	20	8.3
Rwandese	29	12.1
Somalis	21	8.8
S. Sudanese	35	14.6
Sudanese	27	11.3
Total	240	100%

▲ Overall response was rated at (97%) much as there were variations from the targeted numbers per nationality. For instance, whereas the target was to interview the same number of respondents per nationality, slightly more Congolese were represented by 21.6%, Burundians 14.6%, S. Sudanese 14.6%, Sudanese 11.3%, Rwandese 12.1% , Ethiopians 8.8% , Somalis 8.8% and Eritreans 8.3%.

Table 2: Means of Survival of the Urban Youth

Table 2: Means of Survival of the Urban Youth		
	Frequency	Percentage
From payments on voluntary works	44	18.8
Employed in town (Has a job)	33	14.1
Self employed	20	8.5
Support from Organizations	55	23.5
Support from Relative abroad/back home	49	20.9
Still under care of parents	33	14.1
Total	234	100%

▲ In relation to the means of survival, as expected more refugee youth survive on handouts from refugee serving organizations, the relatives back home and or abroad, while those still under the care of parents depend on the same for survival. Specifically, the proportions in the three categories were 23.5%, 20.9%, and 14.1% respectively.

On the other hand, those that are relatively self-sustained included the 18.8% who get some pay out of the voluntary service they offer, 14.1% have a job, and 8.5% have or own a business.

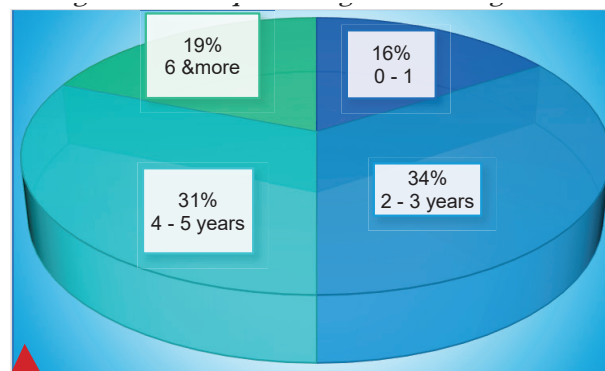
Figure 1: Time spent in Uganda as refugees

Figure 1 indicates that most refugee youth we interacted with are not new comers with more than 8 in ten indicating that they have been in Uganda for more than one year. Specifically, 34%, 31% and 19% been here for between 2&3, 4&5, and 6 or more years respectively.

In our observation and interactions with the youth, we learnt that some have shifted from the settlements to come and stay in the urban areas for reasons related to livelihood opportunities, enhancement educational needs and social amenities. The others attribute their preference for urban settings to the kind of life they were used to even back home. 'some of us were born in towns back home, so it was hard to get

used to the life in settlement, which is why we are here even if life is not simple either’.

The livelihood activities that engage most refugees are determined by nationality, sex, and age. For example, the Congolese youth are mostly in hawking jewelry and clothes; the Somalis are mostly employed in petrol stations while the girls run restaurants with their female seniors.

Those who are educated however, are in voluntary works such as sub-community leadership, translation and interpretation, while are running Community Based organizations (CBOs) that bring together refugees with a common goal. The Rwandese and Burundians are in cultural dancing groups.

THE MAIN ASSESSMENT FINDINGS

This section presents the main findings of the assessment. The presentation is aligned to the specific objectives of the assessment as outline in earlier sections. As mentioned before the presentation, interpretation and discussion of the results are done concurrently in this section. All section titles are named and developed from the objectives though the sub-section titles are developed according to the presented information but still under a particular objective.

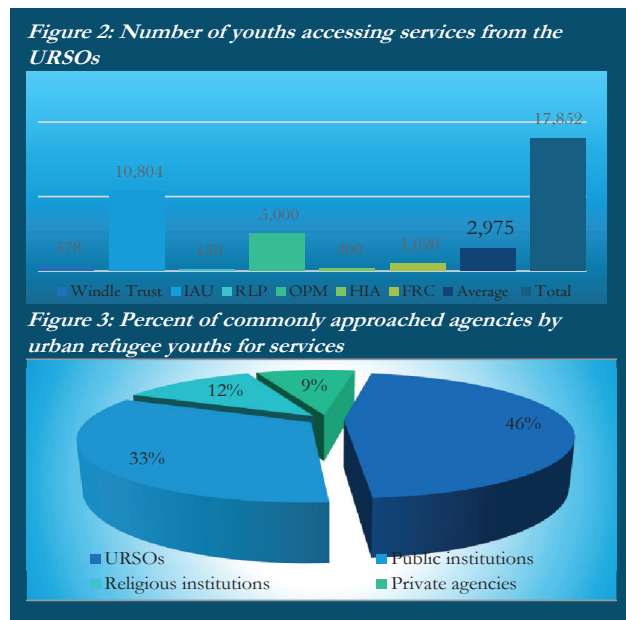
[The services and service providers for the urban refugee youth](#)

Objective one of the assessment was to document the agencies that have services for the urban refugee youth as well as their specific services for the refugee

youth and asylum seekers. With this objective, the assessment engaged the individual youth and the some predetermined agencies that provide service for the urban refugees. These mostly included civil society organizations and some public institutions. The CSOs approached during data collection included: - **Inter Aid Uganda, Refugee Law Project, Jesuit Refugee Service, HIAS Refugee Trust, Windle Trust Uganda, and Pan African Development Education and Advocacy Program (PADEAP)** and the **Finnish Refugee Council**.

These CSOs provide a range of services some of which are specialized while others are general. However, according to the refugee youth, the services they need are also provided by the public agencies and a significant proportion included

some churches among the key service providers. Figures 2 and 3 illustrate a triangulation of the service providing agencies as mentioned by the youth and the numbers of youth that sought services from the same throughout last year.



▲ According to figure 2, a total of 17,852 youth approached the urban refugee service organizations for some support. Averagely, each of the visited

organization served approximately 3000 youth in a space of 12 months. Interestingly, even among the youth, their biggest sources of services were the URSOs (46%), followed by public agencies (33%), and the religious institutions (12%).

In the discussions with the youth, the choice of the agencies to seek services from is dependent on the proximity of the services to the youth centers, knowledge of the agency as a refugee service provider, and the financial implications for consuming the services thereof. Explicitly, with the proximity of the services, agencies like FRC and HIAS, have sub-centers for the refugees near some refugee sub-communities, while others like Inter-Aid Uganda are located strategically near the some refugee communities.

This means that accessing their premises is less costly even where need for going back and forth is unavoidable. This also relates to the financial implications for obtaining the services. Where the lower the costs to and from, the higher the demand for the same services especially since most refugee youth do not have a predictable flow of finances.

Table 3. Below summarizes the services the youth obtain from some of the URSOs, public institutions and the churches.

Table 3: The general and specific services youth obtain from URSA

	REFUGEE SERVING ORGANIZATIONS	PUBLIC FACILITIES	RELIGIONS INSTITUTIONS
SERVICES PROVIDED	<ul style="list-style-type: none"> o Livelihood enhancement o Education services o Health Services o Psycho-social support o Information provision services o ICT training o Survival tips and skills o Building capacity of CBOs to work with refugees o Community centers o Information centers o Capacity building on leadership o Apprenticeship placements 	<ul style="list-style-type: none"> o Health services o Education services o Protection services o Registration services o Legal guidance services 	<ul style="list-style-type: none"> o Psycho-social support services o Spiritual nourishment o Financial management services (SACCOs) o English Language Training o Skills development o Shelter for asylum seekers
SERVICE PROVIDER	<ul style="list-style-type: none"> o Pan African Development Education Advocacy Program (PADEAP), o Finnish Refugee Council (FRC) 	<ul style="list-style-type: none"> o Office of the Prime Minister (OPM) o Kampala Capital City 	<ul style="list-style-type: none"> o Born again Pentecostal Churches run by refugees Pastors
	<ul style="list-style-type: none"> o Window Trust Uganda o Inter Aid Uganda Limited o JRS Uganda o Refugee Law Project o HIAS Uganda o International Rescue Commission 	<ul style="list-style-type: none"> o Authority (KCCA) o Mulago Hospital o Kisenyi Hospital o Mengo Hospital o Local Council Offices o Police and other o security agencies 	<ul style="list-style-type: none"> o Born again Pentecostal Churches run by Ugandan Pastors



The results indicated a list of services and service providers. However, it is important to note that that a few civil society organizations have youth-specific services i.e. the services that specifically benefit the youth. Rather, the services are offered to all refugees and asylum seekers with limited focus to particular age groups. Also, because they are not youth-specific, there is need to give the services a youth focus i.e. make them more youth friendly as will be documented in the following section.

The relevance of the services to the needs of the urban refugee youth and asylum seekers.

Objective 2 of the assessment was to analyze the relevance of the services to the needs of the youth especially for the enhancement of innovativeness among the urban refugee youth and asylum seekers. The assessment team perceived this in relation to the needs preferences and challenges faced by the urban refugee youth and asylum seekers. These needs, preferences and challenges determine the services the youth refugees and youth from the host communities seek much as the demand for some services cuts across the divides. Thus, the assessment first of all ascertained the needs and preferences of the youth, as well as the challenges the youth seek to solve.

The assessment included some questions on the three aspects and the results are in figures 4 and table 4 below. The chart besides shows that mostly the youths demand for services.

▲ In figure 4, the youth mentioned a list of needs which the assessment team grouped into five big categories. Mostly, the survival needs, the livelihood needs, health and protection needs were mentioned. Specifically, 32%, 27%, 18% and 17% urban refugee youth mentioned needs in the four categories respectively.

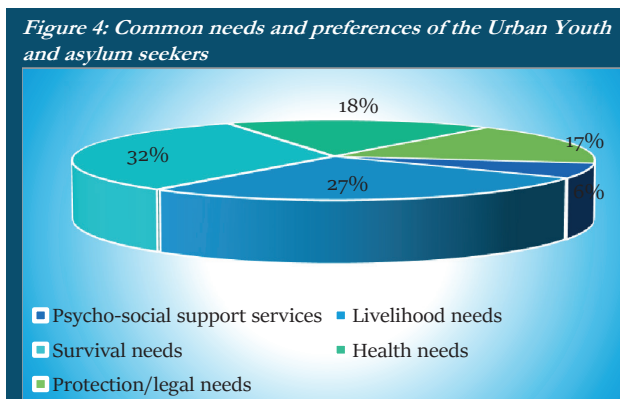


Table 4: The Limitations/Challenges to urban youth innovativeness

	Frequency	Percent
Lack/limited skills	56	23.6%
Lack of mentorship and capacity building opportunities	48	20.3%
Lack of information of where innovations are needed or enhanced	46	19.4%
Lack of startup capital	40	16.6%
Lack of information on marketable or demanded innovations	28	11.8%
Difference in education grading	19	8.0%
Total	237	100%

However, as mentioned before most youth did not directly mention some related needs but need such as, sexual reproductive health education and services, sicknesses or treatment were included among the health needs of the youth. On the other hand, the needs for training in hair dressing, business, crafts, and music, dance and drama were included in livelihood enhancement.

Similarly, a list of 237 responses was generated among the challenges to youth innovativeness especially because the question included was open ended and the respondents were able to fully express themselves. Most outstandingly, lack of information was highly mentioned for example, 19.4% mentioned lack of information of where innovations are needed or enhanced, and 11.8% mentioned

lack of information on marketable or demanded innovations. Other outstanding results were around limited skills (23.6%), lack of mentorship and capacity building opportunities and limited or insufficient startup capital. For the educated refugees, the inability to equate their academic documents to the local grades has also been a limitation for the youth to access a job or required connections.

When we compare the youth needs, preferences and limitations to innovativeness and the services available at the service providing agencies, there is some inconsistency between what the youth want, and what is offered. For instance, whereas the youth might need livelihood enhancements, some agencies provide livelihood materials such as food, and accommodation

in terms of rent. Secondly, the available services are not aligned to the youth preferences. Indeed, all the services provided are relevant to all refugees, but a few are based on the demands by the youth. Some youth attributed this to lack of consultation on the services by the URSOs such as

the latter mentioned having some engagements with the youth while developing or designing initiatives for the refugees. **For example, when asked on how they think the services provided are youth friendly, the responses given are tabulated in table 5.**

Table 5: Means to ensure that the services provided are youth friendly

	Frequency	Percent
Ensuring youth participation in planning processes	62	20.5%
Respect the views of the youth refugees without bias related to their status	64	21.1%
Ensure that youth get information on the availability of these services	57	18.8%
Strengthen the available youth platforms and give youth a voice to speak	50	16.5%
Include the youth groups work plans in the annual work plans of the URSOs	49	16.2%
Work with the youth other than using them	21	6.9%
Total	303	100%

▲ In all, 303 responses were generated of these 21% recommended that there should be respect for the views of the youth refugees without bias related to their status; 20% suggested URSOs should ensure that the youth participation in planning processes; while 19% suggested that URSOs should ensure that the youth get information on the availability of these.

More than two-thirds suggested better working relations with the youth platforms or groups with 17% suggesting that the URSOs should strengthen the available youth platforms and give the youth a voice to speak and express themselves; and 16% suggesting the inclusion of groups' work plans in the annual work plans of the URSOs.

Access information on services and innovations among the urban refugee youth and asylums seekers

Both in the current engagement with the youth and previous sessions with the same groups, the issue of lack of information was highlighted not only as challenge for the urban refugee youth, but also as hindrance to their innovativeness.

Objective three of this assessment analyzed the existing ways through which the youth access information especially on the services, benefits and other key communication from the agencies that provide services or take care of them. With this, service providers and the urban refugee youth where asked of the different ways they communicate and the results are in table 6.

Table 6: Common means of communication for the URSOs with the urban youth refugees

	Frequency	Percent
Morning talks /orientation	20	9%
Through Social media	26	12%
Community outreaches	21	10%
From churches and other gatherings	30	14%
Through sub-community leaders	33	14%
Diffusion (Friends and family)	50	24%
Through phone calls	30	17%
Total	210	100%



Generally, the results indicate that there is no specific systematic communication approach between the URSOs and the youth, with youth likely to access important information through means that are informal. For instance, 20% said that they get such information from their local churches and gathering places; 19% get it from friends and family, and 17% get it through phone calls.

The relatively formal means are through the routine morning addresses/irritations at some of the URSOs (15%), through social media (17%), and through sub-community leaders (11%). This means that there is need for a more systematically coordinated communication criterion that would bring all youth together. The information needs as well as the limitations to accessing information among the urban refugee youth were also ascertained.

Information needs of the urban refugee youth and asylum seekers.

In order to generate data for the information platform, this assessment collected some data on the key areas for which the urban refugee youth and asylum seeker would like to get information or regular updates on.

The findings indicated that the urban refugee youth and asylum seekers have varied characteristics in terms of age brackets, preferences, needs, and challenges. Also the sexual composition itself seemed a

key determinant for the variations in the needs, preferences, and challenges. These needs, preferences and challenges determine the services the urban refugee youth and those found in the host communities may seek much as the demand for some services cuts across the divides. In our observation, these needs determine the nature of information, these youth would also like to know or be updated about.

The table 7 summarizes these needs

Table 7: Information needs of the refugee youth and asylum seekers

LIVELIHOOD NEEDS	SURVIVAL NEEDS	HEALTH NEEDS	PROTECTION
<ul style="list-style-type: none"> - Business mentorship - Technical and ICT skills - Startup capital - Education/scholarships - Information on opportunities - Information on the marketable skills - Career talks for guidance - 	<ul style="list-style-type: none"> - Food, - Shelter - Clothing - Learn official language - Learn local language - Refugee rights - Money - Information 	<ul style="list-style-type: none"> - Sexual Reproductive Health services like condoms - Basic Hygiene services such as free toilets - Anti-Literal Viral Treatment - Psycho-social support - General treatment 	<ul style="list-style-type: none"> - Registration processes - Resettlement processes - Local legal process - Leadership structure in the sub and large communities

▲ The above were collected through focus group discussions with the urban refugee youth and asylum seekers as well as their leaders. The list was generated out of the responses given when the respondents were asked

‘What are the most important things for which you would like regular information or updates as a refugee in Kampala?’

Some of these were mentioned several times but compressed at analysis into the list above. Thus, as recommendation, in addition to providing information on the service providers, the information presented in table 7 should be included on the platform. Where resources are available, also recommended is that the platform should provide the same information in English, Swahili, and French.

In order to objectively analyze the effectiveness of the current communication mechanisms for the refugee youth and asylum seekers, we asked them their level of satisfaction with the way they receive information. Almost all, refugees indicated that they are not satisfied with the means and type of information they receive.

The youth raised a concern about the common tendency of putting all refugees together and communicating to them as one group much as the youth feel there might be specific information that would specifically target them. Secondly, most URSOs rely on the community leaders and friends to disseminate information to all refugees.

In some cases the leaders communicate to refugees of their age groups and not the youth especially because of the age gaps, while sometimes by the time such information reaches the youth, it is less useful.

While the type of information that is not based on the needs and preferences of the youth was also considered less effective or necessary.

The Urban refugee youth were asked about limitations with the existing means of communication, their communication needs, and the limitations they have noticed in the existing information sharing approaches.

The results are in figures 5 and 6

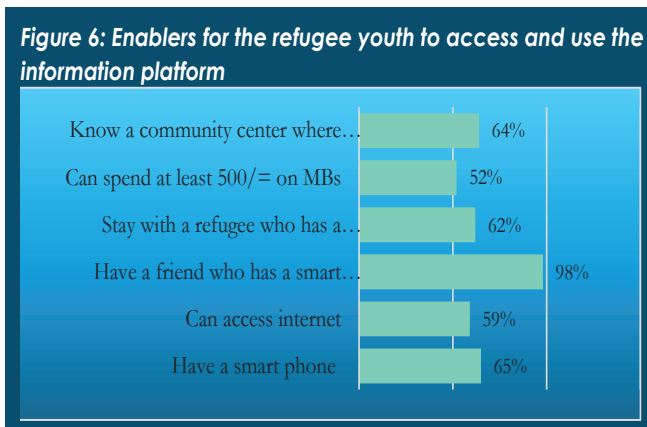
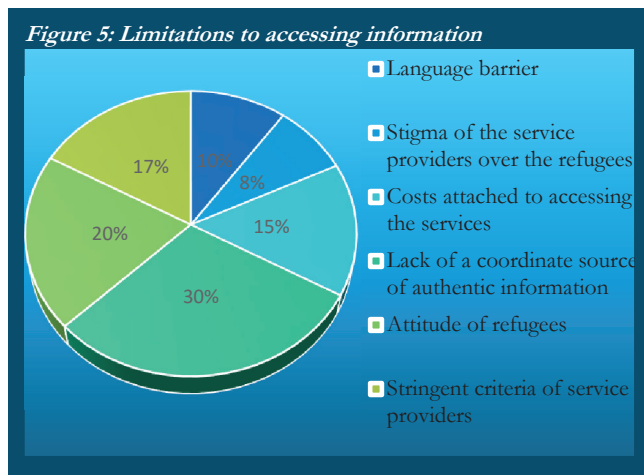


Figure 5 lists the limitations to accessing information among the urban refugee youth and asylum seekers. Most outstandingly, the youth mentioned lack of a coordinated source of authentic information (30%), language barrier (20%), and the costs attached to accessing information (17%). Specifically with the costs attached, concern was related to the stringent mechanism of communicating particular issues. For example, sometimes when youth approach the URSOs for some information, they will be asked to go back and forth before they meet the person responsible to provide authentic information. In that way, the travel costs and time become a serious bother. The other challenges are attitudinal such as the stigma of some staff at the URSOs and sometimes the refugee youth themselves are already biased. Youth leaders also identified the challenge of attitude the host communities have towards the refugee youth and asylum seekers.

According to the findings in figure 6, the existing conditions among the refugee youth indicate that an information platform is practically applicable especially where internet is used. For instance, 98% can access internet at least from a friend with a smart phone. Similarly, 64% know a community center where to access internet, while 65% own a smart phone. Even where there is concern over finances, at more than half averagely spend 500 shillings daily

on internet related needs. However, there will still be need to form some youth hubs furnished with internet and other hard copy versions of this information. In addition, there will be need to summarize information on the youth services on simple communication materials to allow for effective communication.

Innovation inclusion

The biggest observation and concern of the youth refugees and asylum seekers is on the in adequate attention of the URSOs and public agencies towards the innovations of the youth.

Even in our observation, there are limited and most often no efforts undertaken to identify, guide, or even enhance the innovative youth at the level of the URSOs. Where such exists, it is after the efforts of the particular youth that come together in groups that share a common skills, gift or talent to try and benefit out these special gifts. The assessment collected information on the common skills and innovative ideas of the urban refugee youth and asylum seekers. We also collected data on the existing enablers for innovations' enhancement, as well as the chances availed to the youth from the URSOs to include them

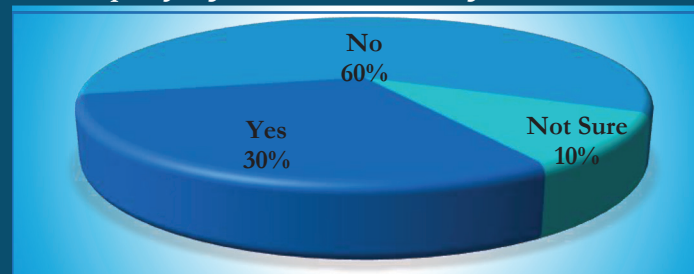
in designing programs that benefit them.

The results are in table 8, and figures 7

Table 8: Common skills and innovations' enablers among the urban youth refugees and asylum seekers

	Frequency	Percent
Sound education	32	31%
Possess vocational skills	19	19%
Confidence and self-esteem	22	22%
Connected to those who need their skills	9	9%
Positive on improving their life	11	11%
Belong to a group with similar skills	6	6%
Can access required startup capital	3	3%
Total	102	100%

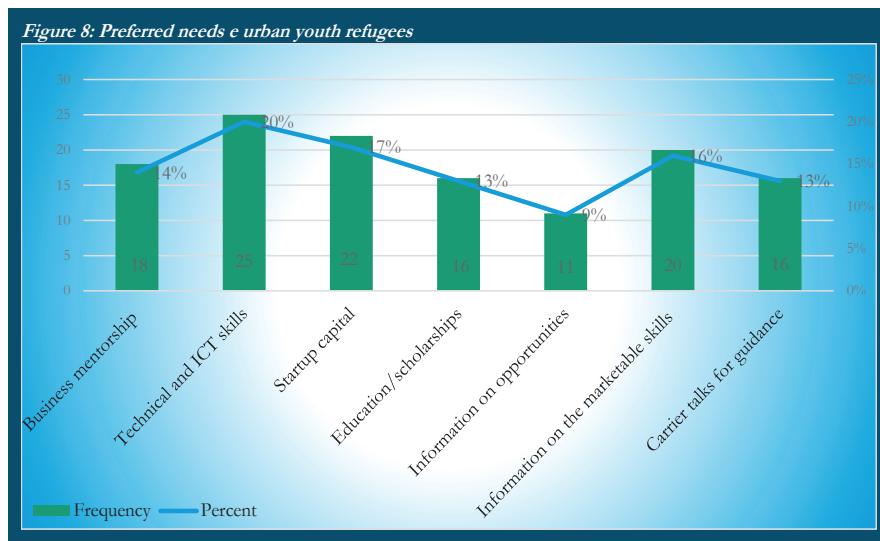
Figure 7: Number of youth that have participated in making an action plan for youth issues while in Uganda





Over eight in ten indicated that they have an advantage to enhance their innovations with majority (31%) indicating that their advantage is in the education they have attained. Indeed as mentioned before, a significant number of refugee especially from Congo are educated. And this also explains the category that considered prior working experience as an advantage over the other refugees. Those who have skills or gifts, those that know someone who will need their skills and those that have or belong to groups of fellow youth with similar skills constituted 19%, 11% and 9% youth respectively

In relation to the involvement of the youth in planning youth refugee initiatives by the URSOs, only 30% had ever been to such process. 60% have not, while 10% are not sure. However, even among those that participated there was concern that in most cases these are routine processes whose recommendations are never implemented, which is why most of the interventions planned for the refugee youth to this effect are not directly addressing the concerns of the youth. For example, when youth were asked about the preferred skills and innovative enhancement options, some responses were different from the services offered at the selected URSOs.



◀ See figure 8 for the results

Most youth (20%) would prefer to get vocational/technical and or ICT skills. Looking back at the demand for skills in Kampala, the vocational skills may be more marketable especially since the natives who may have an added advantage are also more likely to possess academic qualifications hence the competition. The other relatively highly needed innovation's enhancers rotate around entrepreneurship. For example, 17% want startup capital, 16% want information on marketable or highly

demanding skills and opportunities, while 14% want business mentorship.

However, the assessment found out three key aspects on the same issue. One; A good number of refugee youth and asylum seekers can be innovative and where given chance or motivated, significant change can be made in their lives. Secondly, many refugee youth are advantaged with key enablers for the enhancement of their innovations. For example, some are educated to the graduate level but have a challenge of equating the credentials in different languages from English, which is locally and formally accepted.

There are some attitudinal concerns and issues among the refugees, tending to categories themselves as specially disadvantaged to the extent that they even refuse to exploit even obvious opportunities.

Framework for the integration of youth services among the URSOs interventions and services

This framework takes into consideration the following aspects: -

1. The in-flow of youth refugee and asylum seekers is open and constant
2. Some refugees who come are educated
3. Some are skilled or even talented
4. Already there are some refugee youth and asylum seekers who are innovative and other are employed
5. There are several urban refugee serving organizations providing some of the services
6. There is a systematic process of handling refugees through registration at the office of the prime minister
7. There is lack of information on the available services for the refugees

The framework takes a network approach making a few suggestions including:

1. Prioritizing of youth interventions at the URSOs
2. Formulation of youth specific desks and focal persons to work on related issues Agree to form or be part of the network for serving youth refugees and asylum seekers

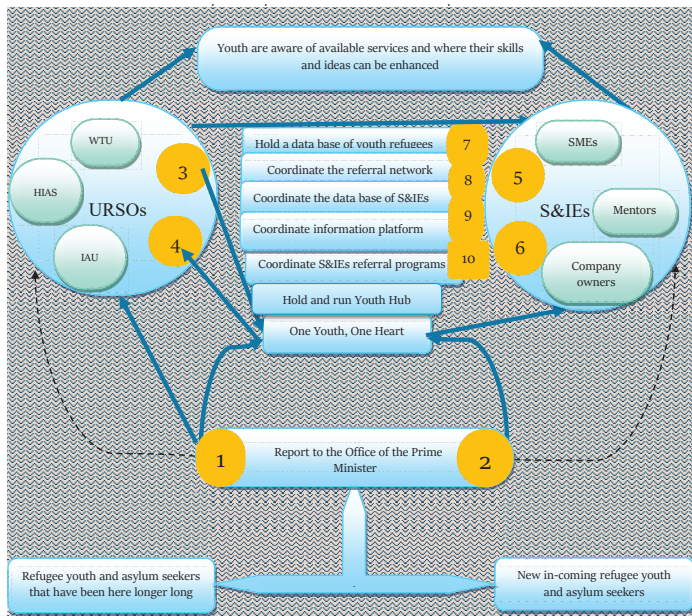
Explanation of the framework

The intention is not to change the old order but to make new additions. For example, arrow one means that when new refugees (irrespective of the age) come in they are supposed to go through mandatory

registration and other processes at the office of the prime minister. In the proposed frame work this will be a key point for as for the new entrants it will be time to include the in the youth specific data base. Here we have two suggestions for the enhancement of the proposed youth innovation and information access as

2

Represents the suggested youth desk officer who can come in regular through a partnership with One Youth One Heart to capture the data and make relevant referrals as well as providing the required basic information to the refugee youth and asylum seekers. All yellow dots up to six represent the youth desk and officers at the designated places.



The youth desk and officer thereon, after identifying the new-comer as youth. Can now refer them accordingly based on the initial assessment of the situation. We propose that most youth specific referral be referred to OYOH because of the new suggestions were are proposing for example.

7

Suggests that there will be a data base of all youth refugees and this will be in the coordinator ship of OYOH.

8

Suggests that based on the data from the data base at OYOH, of all youth refugees and there will be a referral network or directory. This will be in hard form and the one on the proposed

1

Represents the proposed youth desk for tracking youth specific data for new entrants and a review of existing data for the same purpose.

platform. Based on such information OYOH will be able to make realistic and coordinated referrals.

9

Suggests that based on the data from the data base at OYOH, the interest and skills and references of particular youth refugees and asylum seekers. There will also be a data base of Skills and Innovations enhancers. With MOUs signed with OYOH it will be easy to refer some youth for placement, internships and mentorships relying on information from the data bases.

Because all urban refugee service organizations will have a directory of the service providers and some OYOH partners with MOUs, the URSOs will be able to make referrals as well for placements, internships and voluntary work where applicable. But can still refer through OYHO for proper coordination.

The process can still remain normal for the other refugees i.e. the children and adult refugees as indicated by the dotted line. Where the entire process is followed as proposed, we expect to have more refugee Youth and asylum aware of available services and where their skills and ideas can be enhanced.

OBSERVATIONS AND RECOMMENDATIONS

1. There is no formal means of communication that bring together all the youth together yet this would also enhance sharing skills and knowledge for invasiveness. This means that there is need for a more systematically coordinate able communication criterion that would bring all youth together.

2. At the refugee serving organization levels, indeed there are efforts to communicate with all the refugees, but there are limited or at times no efforts to strategically communicate with the youth. The available process misses out on the following good practices that should be incorporated for effective communication with the youth: -

- a) Create some special time for the youth to freely express themselves
- b) Preferably recruit volunteering refugee youth to work among the fellow youth
- c) Have youth desks on which the youth can communicate
- d) Refer the refugees to seek information services from youth organizations like OYOH(OneYouth OneHeart)

A significant proportion of the refugee youth and

asylum seekers can be innovative, skilled, and where given chance or motivated, significant change can be made in their lives. However, there is need to support them in the following ways: -

- a) Guide them on marketable innovations locally
 - b) Motivate or encourage them so they do not give up as well as helping them to build a positive attitude towards work
 - c) Bring those with common skills together to benefit from the advantages of cooperation and shared knowledge
 - d) Work on a positive practical working relationship with the corporate world where they can find internship or mentorship placements
- 4 Many refugee youth are advantaged with key enablers for the enhancement of their innovations. For example, some are educated to the graduate level,

or at least have some vocational training but have not been able to put into practice their skills and ideas especially because of having a different academic background from what is formally and easily accepted in Uganda. Thus, there is need for coordination with the ministry of education to publicize equivalence parameters to be make it easy for their credentials to be more acceptable

5 There is need to conduct a labor market assessment to be able to generate information that will guide the refugee youth and asylum seekers more systematically on the marketable. This assessment will help to generate information

6 The information platform should be more comprehensive beyond the provision of basic information on the service providers. It

should present comprehensive information aligned to the needs a preferences of the youth as presented in table Where resources are availed, It is recommend that the platform should provide the same information in English, Swahili, and French.

7 Across all refugee serving organizations, there is no systematic methodology or approach for engaging, and supporting youth refugees despite the diversity of challenges in the same task especially since they are from numerous backgrounds. There is need for One Youth, One Heart to develop a toolkit that will guide the process.

8 There is need to review available data on all refugees in urban areas as a basis for generating a data base on the

same. This also means that there will be data tracking on the youth refugees as they come in to be able to keep an update data base.

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