HUMANITARIAN INNOVATION FUND
Early Stage Innovation Final Report

- Please try not to exceed 5 pages (Arial, 12pts) excluding attachments –

Organisation Name	Samuel Hall

Project Title	Innovating Mobile Solutions for Refugees in East Africa
Partner(s)	Refugees United (REFUNITE)
Problem Addressed / Theme	Access to mobile and internet technology for refugees in East Africa
Location	Kenya and Uganda
Start Date	15th May 2017
End Date	31st December 2017

Total Funding	Total HIF and other contributions to this project
Total Spent	£49,851.00

Innovation Stage	Recognition
Type of Innovation	Investigating the role of mobile technology and the internet for supporting refugees in Kenya and Uganda.
Project Impact Summary	The project provides a better understanding of the technical and socioeconomic barriers and opportunities for using mobile phone technology and the internet to support refugees within Kenya and Uganda, which are relevant to the East Africa region.
	The project clarifies assumptions on mobile phone and internet access by refugees in East Africa and highlights how innovations in mobile technology can be used to develop more efficient mechanisms for delivering practical support to refugees and

	displaced communities.

ACTIVITIES CARRIED OUT

1. Describe all the activities carried out. Please attach a workplan or log frame, if these were used.

Based on activities detailed in the project work plan, we have carried out/completed the following activities, a number of which have been provided as attachments along with this final report:

- An **Inception report**, which includes the study's overall methodology and approach to primary data collection (attached);
- A **literature review**, which provides identification and justification for the selection of refugee settlements in Kenya and Uganda for further research (attached);
- A **review of technology initiatives** and services currently provided by NGOs and other organisations in Kakuma and Nakivale;
- An innovative **stakeholder mapping** identifying key actors associated with the study and the deployment of **Key Informant Interviews** conducted using an **online survey** available here;
- Development of **quantitative and qualitative tools for primary data collection** (attached)**.**
- Online posting of **blogs** on the HIF website.
- **Fieldwork conducted in Kakuma** refugee camp **and Nakivale** refugee settlement resulting in **quantitative and qualitative data sets**.
- **Analysis of data** collected using STATA and other analytical tools.
- Writing of **recognition report** and **policy brief**.
- Development of **multimedia** to support dissemination of study findings.

2. If you have made changes or amendments to the planned activities and objectives that have not been detailed in an *Agreement Amendment Form*, please list them here.

ACHIEVEMENTS

3. Has the project demonstrated the success of the innovation or idea?

By 'success' we mean that the innovation has achieved the planned positive impact/outcome, or that the idea has proven effective.

☒ Completely successful

☐ Significantly successful

☐ Partially successful

☐ Completely unsuccessful

Please explain further:

The output of the project was to conduct primary research on refugees' use of mobile technology and barriers to access at selected locations in Kenya and Uganda, and to produce and begin dissemination of our findings through a recognition report and associated policy brief. These objectives have been met. However, we will continue to disseminate our findings throughout 2018.

4. Please describe how the project achieved the planned objectives, and describe all of the results achieved through the activities indicated in Question 1.

The projects inception phase was critical to defining the research locations and data collection tools necessary to conducting fieldwork. Our research team liaised with academic institutions and government bodies in Uganda and Kenya to obtain the necessary research and access permits. We were also supported by UNHCR and IOM to obtain the necessary permissions in each country. Both the inception phase and fieldwork culminated in producing the projects main objectives, resulting in:

- A **recognition report**, which includes key findings and draws conclusions between Kakuma and Nakivale which may be relevant to the wider region.
- A **policy brief** outlining key recommendations to improve access of smartphone technology by refugees in East Africa
- **Video case studies** taken in Kakuma and Nakivale and accessible through the recognition report

Both the recognition report and policy brief have been provided with this document.

METHODOLOGY

5. Describe how the methodology used was or was not appropriate to carry out the planned activities or achieve the planned objectives.

The methodology outlined in the inception report (which includes the workplan/timeline) was used to conduct the research and carrying out the planned activates. This included sampling methodologies within refugee populations to ensure statistically significant results supported with case studies of individual refugees and broader focus group discussions.

MAJOR OBSTACLES

6. Please list the three most significant obstacles faced during the implementation of the project and describe how they affected the planned activities and results.

Obstacle	Impact of Obstacle
1. Delays in obtaining research permit in Uganda due to limited support from project partner.	Delays in obtaining access to Nakivale settlement, which was contingent on research permits. This delayed fieldwork in Uganda
2. Elections in Kenya during August 2017 delayed piloting of the primary data collection tools.	As a result of social and political tensions in the build-up to elections, fieldwork originally planned from July to early August was not considered feasible and caused delays.

3. Due to unforeseen events at REFUNITE, they we no longer able to support access to Nakivale settlement and Kakuma camp.	REFUINTE were unable to support access to both locations as well as support recruitment of field enumerators. This meant that alternative support partners were needed.	

7. Please indicate what steps were taken to address these obstacles and whether the solutions were effective.

Solution	Effective?
1. We worked with IOM Uganda and Mbarara University to firstly obtain a letter of ethical approval to conduct the research, followed by a research permit. This in turn was used (with support of IOM) to obtain access to Nakivale through the Office of the Prime Minister.	Yes. Permits were received, and fieldwork conducted.
2. Fieldwork was delayed until the first elections were finished. HIF kindly agreed to extend the project by one month, which provided sufficient additional time to conduct field work in Kakuma during September 2017.	Yes. Fieldwork was conducted in a safe manner.
3. UNHCR and IOM in both Uganda and Kenya kindly agreed to support access to both refugee settlements. They also liaised with local representatives to source experienced refugee enumerators to conduct the fieldwork in both locations.	Yes. Access was granted, and enumerators recruited.

OPTIONAL: **BENEFICIARIES/HUMANITARIAN INTERVENTIONS IMPACTED**

If your project was intended to impact upon beneficiaries, please answer question 8.

8. Indicate the affected population as well as the humanitarian interventions that have benefited from the project.

Although the project will not directly affect refugee populations in the short term, it is hoped that the research findings will be used by humanitarian organisations to spur the development of targeted mobile solutions for refugees in Kakuma and Nakivale.

OPTIONAL: **PARTNERSHIPS AND COLLABORATION**

If you received HIF funding with partners or collaborators, please answer questions 9 and 10.

9. How and why did the partnership change during the course of the project?

Due to unforeseen circumstances within the organisation, REFUNITES access to Kakuma and Nakivale became difficult and additional support partners were found to facilitate access. REFUNITE still contributed feedback to the design of data collection tools and supported key informant interviews.

10. Are there plans to continue your partnership, either while continuing this innovation or on other projects?

☐ Yes, with this innovation

☒ Yes, with another project

☐ Maybe

☐ No

Please describe further:

REFUNITE and Samuel Hall are both partners of Techfugees in East Africa and support events designed to foster innovations for refugees in the region. New events are to be held during 2018 on which both partner will collaborate.

DISSEMINATION

11. Please describe any steps taken to disseminate the outcomes of the project.

Please include all completed and forthcoming, as well as all planned and unplanned products (for example, research and policy reports, journal articles, video blogs, evaluations).

The following dissemination activities have already been conducted:

- Online posting of our **second blog** on the HIF website covering fieldwork conducted in Kakuma
- **Presented initial findings** at Techfugees Global Summit in Paris on the 25th & 26th October 2017
- **Video case studies** taken in Kakuma and Nakivale and accessible through the recognition report
- **Presented main findings** at the OECD International forum on Migration Statistics in Paris on the 15th & 16th of January 2018.

Planned dissemination activities include:

- The completion of a **micro-website** that presents key findings from the study as well as the case study videos developed. The website is to be completed by the middle of February 2018.
- Posting of the **final blog** on the HIF website that outlines key findings and next steps.
  Presentation of findings at **Our Future Africa: The British Council's Role in Africa's Trajectory** on the 22nd and 23rd February 2019
- Submission of **academic papers** to upcoming conferences throughout the year.

NEXT STEPS

12. Will the project, idea or innovation be replicated, carried forward or scaled up?

☐ Yes

☐ No

☒ Maybe

Please describe further:

Samuel Hall is already in discussions with the GSMA and UNHCR to build on key findings/indicators in order to develop an evaluation tool that will support humanitarian organisations and development practitioners in determining how best to deploy mobile-based applications and services within refugee settings.

13. If the project, idea or innovation could be carried forward, replicated or scaled up, please list the three most important issues or actions that will need to be considered *(where 1 = most important and 3 = least important)*

	Suggestion/issue	*1*	*2*	*3*
1.	Access to additional refugee camps and settlements within the East and Horn of Africa would be needed to more widely infer regional trends for refugee access and use of mobile technology and the internet.	☒	☐	☐
2.	As with Kenya and Uganda, collaboration with in-country partners will be essential in gaining access to refugee settlements/camps.	☐	☒	☐
3.	Based on developing reliable region trends, the development and wider use of an evaluation toolkit for determining the effectiveness of deploying mobile and internet-based applications and services in refugee settlements will require collaboration and support from multilateral organisations (UNHCR/IOM), INGOs and local CSOs.	☐	☒	☐

Workplan for project.

ACTIVITIES	June 05	12	19	26	July 03	10	17	24	31	Aug 07	14	21	28	Sep 04	11	18	25	Oct 02	09	16	23	30	Nov 06	13	20	27	Dec 04	11	18	25
INCEPTION PHASE	■	■	■	■	■	■	■	■																						
Desk review	■	■	■	■																										
Stakeholder mapping				■	■																									
Questionnaire design				■	■																									
Inception report writing						■	■	X																						
DATA COLLECTION KENYA									■	■	■	■	■	■	■	■														
Preparation for fieldwork									■	■	■																			
Eastleigh, Nairobi (Pilot)												■																		
Pilot review and adaptation													■	■																
Data collection in Kakuma															■	■														
First interim report												X																		
Data cleaning																	■	■												
DATA COLLECTION UGANDA																			■	■	■									
Data collection in Nakivale																			■	■	■									
Data cleaning																				■	■									
DATA ANALYSIS																						■	■	■						
Context, quant / qual analysis																						■	■	■						
REPORT WRITING																									■	■	■	■	■	■
Report writing																									■	■	■	■	■	
Recognition report																														X
Dissemination begins																													■	■