

Annual Results Report

2023

Kenya

Acknowledgements

UNHCR would like to thank all the stakeholders that contributed data and evidence to this report and reviewed their progress against the joint results of the strategy, including forcibly displaced and stateless people, host communities and host governments, United Nations agencies, and international and national non-governmental organizations, civil society and private sector. Their contributions enable us to create positive changes in the lives of the people we serve.

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Downloaded date: 30/05/2024

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- 4.1 - Lessons Learned and Future Outlook

Section 1: Context and Overview

1.1 Changes to the Operational Context

UNHCR has based its Protection and Solutions Strategy on the assumption that refugees will continue to be protected by the Government of Kenya, live in safety and dignity together with host communities, and progressively attain durable solutions. Important strides were seen in the development of the government-led Shirika Plan, which aims to transition from camps to integrated settlements in which refugees and Kenyans would benefit from inclusion in national services and economic development. This was underpinned by the gazettelement of Kakuma and Dadaab as municipalities, creating potential for integrating refugee camps into wider urban development plans of the counties.

Advancement on the policy front was offset by refugee inflows to Kenya, bringing the total population close to 700,000 for the first time since 2013. Due to reduced funding, it was a struggle to continue delivery of services and protection at the required standards despite accelerating efforts for innovative models of integrated service delivery. The strain on services was coupled by the reduction of food rations to 60 per cent of the standard, also due to lack of funding. Attempts to mitigate the impact by supporting various self-reliance interventions were hampered by climate change. The first part of the year was marked by severe drought impacting local pastoralist communities in both Kakuma and Dadaab. Besides losses of livestock, most of the open water sources have dried up precluding the earlier successful agriculture activities. In the last quarter, the region was affected by El Nino that brought heavy rains and floods, further exacerbating the precarious budgetary situation as the operation had to prioritize resources for immediate relief for some 26,000 displaced refugees mainly within Dadaab but also in Kakuma. Destruction of some 4,500 latrines in Dadaab and land erosion in parts of Kakuma have left the operation with major needs that will have to be catered for in following years.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

All refugees, asylum-seekers and stateless persons can enter Kenya and enjoy protection in line with national legislation and regional and international standards

Indicators	Population Type	Strategy Baseline	Actual (2023)
1.1 Proportion of people seeking international protection who are able to access asylum procedures	Refugees and Asylum-seekers	29.30%	74.10%
1.2 Proportion of people who are able to move freely within the country of habitual residence	Refugees and Asylum-seekers	0.00%	0.00%

The passage of the Refugees Act in 2021 provided more opportunities, rights, protection and solutions for refugees and asylum-seekers in Kenya, though the development of regulations to guide in the implementation of the Act has been delayed. In 2023, refugees and asylum-seekers were generally able to access the territory of Kenya to seek asylum. Only about 74 % of persons who sought asylum during the year were registered, which is due to the substantial number of new arrivals in Dadaab who had been profiled but not registered by the Department of Refugee Affairs (DRS) by the end of the year.

Onward movers faced increasing issues with accessing the territory and asylum procedures following the enactment of the Refugees Act. The Governments of Kenya and Uganda agreed to return some 1,500 onward movers; however, in line with the Refugees Act, 2021, by the end of the year some 5,000 onward movers in Kakuma remained unregistered, resulting in significant overcrowding in reception centers.

Asylum-seekers and refugees travelling as part of mixed movements were reported. A limited number of new arrivals in these mixed flows faced detention on account of illegal presence. UNHCR, through its legal partner, offered legal assistance to the extent possible, to ensure that genuine cases of asylum-seekers are not wrongly charged. In many cases, DRS determined these individuals not to qualify for registration as asylum-seekers, leading to deportation.

Protection against refoulement is guaranteed in the Refugees Act, 2021. Asylum-seekers arriving at the border are generally admitted to the territory. DRS and UNHCR have no presence at border entry points, including airports. The good working relationships with the border authorities, including police, immigration officials, and the judiciary, coupled with regular border monitoring missions, have generally ensured access to territory. However, in 2023 nine individuals were reported to have been refouled from Kenya.

2. Impact Area: Realizing Rights in Safe Environments

Forcibly displaced and stateless persons are able to safely realize their basic rights, obligations and satisfy their needs

Indicators	Population Type	Strategy Baseline	Actual (2023)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	84.83%	83.49%
2.3 Proportion of people with access to health services	Refugees and Asylum-seekers	100.00%	100.00%

All refugees and asylum-seekers in the camps had access to healthcare through facilities managed by UNHCR and our partners, while those in urban areas accessed national facilities. Vulnerable households in

urban areas, as well as in the Kalobeyei settlement in Kakuma, were enrolled in the Government's National Health Insurance Fund (NHIF). UNHCR and its partners worked to address the challenges associated with a rapidly growing refugee population and a high rate of new arrivals through robust health information dissemination on available services, awareness raising on health risks, and community engagement initiatives to accelerate uptake of routine lifesaving services such as immunization, antenatal care, malnutrition screening and management and vitamin A supplementation. For new populations settling at long distances from healthcare facilities, healthcare was provided through outreaches and referrals.

UNHCR continued to focus on gender-based violence (GBV) and child protection related activities, while prevention remained a priority, including on sexual exploitation and abuse (SEA). The operation strengthened access to national services, keeping in mind age, gender and diversity considerations, and specific groups such as unaccompanied minors, elderly persons, persons living with disability, and members of the LGBTIQ+ community were given priority and programmatic interventions were tailored to ensure their needs were met.

Poverty alleviation in Kenya has slowed in recent years, in part due to the pandemic, with arid and northern regions – including the refugee-hosting regions of Turkana and Garissa country – suffering significantly higher rates of household poverty. Poverty rates among refugees remain significant. At the same time, the proportion of refugees and asylum-seekers residing in safe and secure settlements with access to basic facilities was maintained, reflecting continuation of work done to ensure security and access to services.

3. Impact Area: Empowering Communities and Achieving Gender Equality

Forcibly displaced and stateless persons and communities are empowered through access to education, livelihoods, social protection and community development

Indicators	Population Type	Strategy Baseline	Actual (2023)
3.2a Proportion of children and young people enrolled in primary education	Refugees and Asylum-seekers	82.23%	86.65%
3.2b Proportion of children and young people enrolled in secondary education	Refugees and Asylum-seekers	46.78%	59.19%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark	Refugees and Asylum-seekers	22.78%	27.00%

UNHCR continued to facilitate access to quality pre-primary, primary, and secondary education for refugees and asylum-seekers. Most young refugees and asylum-seekers in the camps attend basic education in UNHCR-managed schools. The Gross Enrolment Rate in primary and secondary education increased to 86.65% and 59.19% due to enhanced support and implementation of the Elimu Scholarship programme. Many young refugees and asylum-seekers remain out of school due to the associated costs, overcrowding and teacher shortages. UNHCR is working to integrate refugees into the national education system, with progress made through policy dialogues and a scholarship program placing 2,500 refugee learners in public schools across the country.

Although legal provisions are in place granting refugees the right to work, implementation challenges persist. UNHCR and partners advocated with the Government for the finalization of Refugee Regulations to guide the implementation of the Refugees Act, 2021, particularly regarding the right to work and entrepreneurship support. Livelihood opportunities were provided through market-driven technical and digital skills development, vocational training and certification, and startup grants for businesses.

UNHCR has made significant progress in engaging with government authorities on social protection for refugees, including the ongoing transition of health support to national systems through the National Social Health Insurance Fund (NHIF) and the 70+ cash assistance programme targeting older persons. Strengthening of community structures was prioritized across the operation, with efforts to ensure gender representation. Refugee-led organizations received increased attention, with efforts focused on coordination

among partners who directly work with them, training their members to enhance capacity, and involving them in key discussions for programming and policy development

4. Impact Area: Securing Solutions

More refugees and other persons of concern benefit from a wider range of durable solutions

Indicators	Population Type	Strategy Baseline	Actual (2023)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin	Refugees and Asylum-seekers	1,695	247
4.2a Number of people who departed on resettlement	Refugees and Asylum-seekers	1,842	2,879
4.2b Number of people who departed through complementary pathways	Refugees and Asylum-seekers	417	955
4.3a Number of stateless people for whom nationality is granted or confirmed	Stateless Persons	16,779	6,979
4.3b Number of refugees for whom residency status is granted or confirmed	Refugees and Asylum-seekers	91	126

A total of 2,879 individuals departed for resettlement during the year, mainly to the US, Canada, Australia, Germany, Norway, The Netherlands, the UK, Sweden and other countries. This was an increase compared to 2022 where only 1,842 refugees departed. The increase in departures in 2023 is a result of resettlement countries increasing their processing capacity post COVID-19. This increase in departures and processing of cases by resettlement countries in 2023 has allowed for an increase in refugees benefitting from a durable solution in a third country.

In 2023 at least 955 individuals departed to a third country through complementary pathways, including family reunification, private sponsorship, labour mobility and education pathways. It should be noted that more likely left through a complementary pathway, but UNHCR was not informed of all such departures.

During the year some 247 persons were facilitated by UNHCR to voluntarily repatriate, and 3,210 spontaneously returned, mostly to South Sudan. While more people expressed interest in repatriation, limited funding in 2023 compelled the office to reduce the numbers whose applications were facilitated. This caused some Burundians to move onward to Uganda to benefit from repatriation processing.

The Government of Burundi introduced eligibility criteria for return based on legal status and duration in asylum, which prevented the return of some asylum-seekers who expressed interest.

A total of 126 individuals benefitted from alternative legal status in Kenya, the majority granted citizenship through marriage to Kenyan citizens; others were able to transition to work permits and student passes. It is noted that UNHCR does not have control over this process as the applicants approach the Department of Immigration directly or through DRS.

During the year, some 7,000 members of the stateless Pemba community were granted Kenyan citizenship following years of advocacy by UNHCR and others.

1.3 Challenges to Achieving Impacts

2023 was the first year of implementation of 2023-2026 Multi-Year-Strategy. Substantial progress towards achieving impact was made in all four impact areas surpassing targets, though challenges persisted:

The funding reduction impacted the sustained delivery of basic services to the increasing refugee population and response to climate emergencies, such as El Nino rains in the last quarter. The funding cuts were felt not only by UNHCR but also by WFP and NGO partners who complement UNHCR service provision. This led to increased social tension among refugees and with host communities. There has been an increase in anti-social behavior amongst refugees, with negative coping mechanisms on the rise within vulnerable groups.

There is a need for continued support for humanitarian response to the new arrivals and vulnerable populations while making the necessary investments in transitional and development interventions, including support to government provided services in health, education, and social protection.

Access to asylum procedures remained a challenge, with nearly 158,000 asylum-seekers pending refugee status determination (RSD) at the end of the year; the registration of onward movers was suspended, resulting in thousands remaining in reception centers for longer than one year leading to serious overcrowding.

The impact of climate change became a substantial operational impediment as it precluded farming activities, subsequently disrupted service delivery and hampered access to parts of Dadaab. El Nino is likely to continue into 2024 followed by another period of drought. Our self-reliance activities and general response planning and access need to therefore take this into account.

Disproportionately low interest of donors in engaging in Dadaab leads to a lack of earmarked funding and also insufficient support for new innovative approaches. This is mainly due to insecurity, which was at elevated levels at various points of the year.

1.4 Collaboration and Partnerships

In 2023, UNHCR and partners continued to implement the collective vision of social-economic development for camp-based refugees & host communities in an area-based approach. UNHCR continued to collaborate and work with the Department of Refugee Services (DRS) as the main government counterpart, plus 40 implementing and operational partners as well as sister UN agencies, including UN-Habitat, FAO, IOM, UNICEF, UN-Women, and others, to provide protection and assistance to refugees and asylum-seekers. The refugee response has been firmly integrated in the UNSDCF 2023-2027 and UNHCR worked closely with the UN Resident Coordinator and his office on achieving the policy shift through support to the GOK-led Shirika Plan. UNHCR engaged all 26 UN agencies in the multi-tier consultative processes throughout the year to ensure their awareness and buy-in.

UNHCR has also expanded its support to refugee led organizations (RLOs) in 2023, at country and global level and RLOs have become an important part of the policy and operational level consultations.

The number of partners has expanded through the series of consultations on the Shirika Plan, and includes more Government departments and ministries covering health, education, social protection, but also urban planning, financial inclusion, WASH at both national and county level depending on the devolution of responsibilities. Increasingly, UNHCR worked with the county governments amplified by the presence of liaison officers at the county capitals of Turkana and Garissa. UNHCR continued to support the implementation of development initiatives, i.e., the Kalobeyei Integrated Socio-economic Development Plan (KISED) and the Garissa Integrated Socio-economic Plan (GISED). Further expansion of our self-reliance programming has brought enhanced collaboration with private sector in Kenya, including Toyota, Safaricom, Equity Bank and over 110 private businesses active in Kakuma with support of Kakuma-Kalobeyei Challenge Fund.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

Access to civil registration services and issuance of legally recognized civil status documentation is strengthened.

Access to the territory of Kenya is guaranteed, national reception procedures are effective and refugees and asylum-seekers are issued with legally recognized identity documents by national refugee management authorities.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
1.1 Proportion of refugees and asylum seekers registered on an individual basis	Refugees and Asylum-seekers	86.80%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority	Refugees and Asylum-seekers	24.65%	100.00%	32.85%
1.3 Proportion of people with legally recognized identity documents or credentials	Refugees and Asylum-seekers	86.80%	100.00%	91.39%

Progress Against the Desired Outcome

UNHCR continued to provide technical support to the Government of Kenya (GoK) through the Department of Refugee Services (DRS). This includes capacity building of DRS registration staff through training and providing tools needed for registration activities. UNHCR also supported DRS in ongoing registration activities, such as data quality checks, litigation interviews and BIMS enrolment, which facilitates the ability of refugees to credibly demonstrate their identity when accessing services and opportunities, including financial inclusion.

As of 31 December 2023, the total registered population in Kenya was 691,868 individuals, comprising 538,911 refugees and 152,957 asylum-seekers. Kakuma hosted 271,995 individuals, Dadaab hosted 320,572 individuals, and 99,301 individuals resided in urban areas. Compared to 2022, a steady increase in the number of new arrivals and new births was recorded, with the total year-end population reflecting an increase of 118,360 individuals. It should be noted that an additional 63,355 new arrivals had been profiled but not yet registered by the end of the year.

During 2023, DRS registered a total of 113,340 individuals countrywide, with significant numbers of new arrivals coming from Somalia, South Sudan, Burundi, the Democratic Republic of Congo, and Ethiopia, with smaller numbers coming from other countries.

The Civil Registration Service (CRS) continued to undertake monthly missions to Kakuma and Dadaab, supported by UNHCR, to process and distribute birth certificates to the refugee population; in urban areas birth registration is conducted by CRS offices. A serious challenge affecting not only refugees but the country as a whole has been the continued shortage of government forms used in the registration of new births, which has created huge backlogs in the issuance of birth certificates.

2. Outcome Area: Status Determination

The efficiency, fairness and adaptability of national refugee status determination procedures is strengthened

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
2.1 Average processing time (in days) from registration to first instance asylum decision	Refugees and Asylum-seekers	1,460.00	1,200.00	2,737.50
2.2 Proportion of people undergoing asylum procedures who have access to legal representation	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

The process of refugee status determination (RSD) is fully managed by the Government of Kenya through the Department of Refugee Services (DRS), while UNHCR continues to provide technical support and guidance through capacity building to enhance the quality of the process, including training provided to 71 RSD staff during the year. At the end of 2023, some 152,957 asylum-seekers remained pending an RSD decision countrywide, representing the largest RSD backlog in the region. During the year, DRS finalized a total of 6,882 individual decisions, including 3,156 refugee recognitions and 3,726 closures; no rejections were recorded during the year, an issue on which UNHCR has raised concern with DRS.

UNHCR continued to coordinate with DRS to address several factors that impede achievement of RSD targets, key among them being the growing backlog of pending cases, lengthy case processing timeframes, and continued reliance on full RSD rather than simplified procedures or prima facie status for Somalis.

In Dadaab, DRS resumed RSD processing in August 2023, following a suspension that had been in place since May 2016. UNHCR provided technical support and guidance to the DRS RSD team as they re-established RSD procedures in the camps

3. Outcome Area: Protection Policy and Law

The national protection framework is amended to enable enjoyment of fundamental rights and access to protection services by the affected populations, in line with international standards and obligations.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol	Refugees and Asylum-seekers	Progressing towards alignment: 70-89 points	Broadly aligned: ≥ 90 points	Progressing towards alignment: 70-89 points
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness	Stateless Persons	Not yet aligned: ≤ 69 points	Progressing towards alignment: 70-89 points	Not yet aligned: ≤ 69 points

Progress Against the Desired Outcome

The operation continued to advocate for rights-based approaches for affected populations despite the challenges of implementation of the rights enshrined in the Refugees Act, 2021 in absence of finalized

regulations. In view of the latter, the operation focused on capacity building of law enforcement authorities on the Refugees Act, 2021 and international instruments relating to the protection of refugees.

The Refugees Act, 2021 came into effect in February 2022 and thereafter the Government commenced the development of Regulations to guide the implementation of the Act. In 2023, UNHCR continued to provide technical support to the Government in the drafting of the Regulations.

UNHCR directly or through its partners supported the government at the national and county level in the development of inclusive legislations and policies. Advocacy with the Ministry of Social Protection and Labour led to the development of a refugee-inclusive social protection policy and draft bill.

UNHCR trained law enforcement officers, including police, immigration, and probation officers, as well as diverse staff from ministries, departments, and agencies on refugee protection. These activities led to awareness creation on access to rights and inclusion of refugees in national services. UNHCR and its partners continued with advocacy on reforms of the regulatory framework on work permits and access to financial services, though no substantial progress was achieved despite advocacy with relevant government agencies.

UNHCR supported the judiciary in the interpretation of refugee-related laws and policies through various training and meetings. UNHCR's participation in the Employment and Labour Relations Court's 10th anniversary enhanced the Court's capacity in protecting labour rights of displaced persons.

At the Global level, UNHCR supported Supreme Court Justice Isaac Lenaola to attend the annual International Association of Refugee and Migration Judges-UNHCR conference. As the President of the IARMJ and a Justice of the Supreme Court he plays a significant role in interpretation of laws and policies affecting refugee protection in Kenya. Unfortunately, despite ongoing advocacy the Government has not yet agreed to accede to the two statelessness conventions.

4. Outcome Area: Gender-based Violence

Safer environments are in place for women, girls and others most-at-risk and access to GBV prevention and response is strengthened including through national services

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
4.1 Proportion of people who know where to access available GBV services	Refugees and Asylum-seekers	Unknown	100.00%	38.66%
4.2 Proportion of people who do not accept violence against women	Refugees and Asylum-seekers	Unknown	90.00%	66.77%
4.3 Proportion of survivors who are satisfied with GBV case management services	Refugees and Asylum-seekers	Unknown	100.00%	59.95%

Progress Against the Desired Outcome

Forcibly displaced persons in the camps and in Nairobi have full access to multi-sectoral GBV case management services, including medical treatment, legal assistance, psychosocial support, and livelihoods interventions, though GBV services are limited in other urban areas where UNHCR and partners are not present.

Through community outreach sessions and engagement with community structures, UNHCR continued to make efforts to ensure refugees and asylum-seekers are able to access the range of GBV services.

Through surveys it was found that only 63 per cent of persons residing in Kakuma, 39 per cent in Dadaab, and 31 per cent in urban areas were aware of where they can access GBV services. GBV awareness will therefore remain a continuing priority in all locations. Other information-sharing platforms include the UNHCR Helpline, major events, and celebrations i.e. International Women's Day, 16 Days of Activism, and information leaflets distributed in communities and public places.

The GBV Technical Working Group comprising UNHCR, DRS, county authorities, partners, and refugee- and women-led organizations worked in collaboration with various national and county structures to ensure that GBV survivors continue to enjoy GBV services from county health clinics without discrimination. To enhance refugee inclusion in national GBV support services and policies, UNHCR and its partner, HIAS, continued to participate in national GBV coordination meetings and targeted bilateral engagement with specific government departments and ministries, i.e. the National Police Service, the State Department of Gender, and the National Gender and Equality Commission. UNHCR also collaborated with other UNHCR agencies within the scope of the UNSDCF and advocated for refugee inclusion in national programmes including legal and policy frameworks.

5. Outcome Area: Child Protection

Children of concern have access to strengthened child protection mechanisms, including national child protection systems and services

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure	Refugees and Asylum-seekers	57.06%	21.00%	29.32%
5.2 Proportion of children who participate in community-based child protection programmes	Refugees and Asylum-seekers	17.44%	20.00%	19.70%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement	Refugees and Asylum-seekers	61.48%	80.00%	67.57%

Progress Against the Desired Outcome

Children benefited from counseling, information sharing sessions and targeted individual interventions, resulting in the reduction of child protection risks and improved awareness among the entire community on the rights of children.

A total of 5,833 at-risk children countrywide underwent best interest procedures in 2023, which involved best interests determination panels drawn from the UNHCR, partners and the Government, including the Directorate of Children Services. Focus continued to be given to the inclusion of children in national child protection systems. Children were empowered and awareness on child protection issues was enhanced through the development of information materials, radio awareness sessions, community meetings, social mobilization, child protection information desks, and sessions for adolescents, care givers and community leaders during which key issues such as exploitation, child labor, GBV and the rights and best interests of children were discussed.

Community-based child protection structures, notably children's clubs and peer-to-peer groups, were supported to foster the well-being and development of children, though only 22 per cent of children in Kakuma, 23 per cent in Dadaab, and 2 per cent in urban areas accessed such programmes due to a range of issues, including the high number of new arrivals, children working to help support their families, and social conventions preventing the participation of girls in such activities. UNHCR supported Child Protection Working Group meetings in which trends, gaps, challenges and referral mechanisms were discussed to support effective interventions. Alternative care arrangements for unaccompanied and separated children were put in place, including alternative care and institutional care, with several government charitable institutions being supported to care for refugee children.

Events such as World Refugee Day and the Day of the African Child provided forums to discuss issues with refugee youth countrywide to facilitate information exchange on topics such as educational opportunities and livelihoods options. Such events additionally provided the opportunity to raise awareness on harmful practices including FGM and early marriage.

6. Outcome Area: Safety and Access to Justice

Incidents of arbitrary arrest and detention on account of irregular entry, stay or legal status are reduced and access to legal remedies is enhanced.

Progress Against the Desired Outcome

UNHCR worked closely with partners, in particular the Government's Department of Refugee Services and the Refugee Consortium of Kenya, to ensure that the detention of refugees and asylum-seekers was minimized and that they had access to effective legal remedies. Capacity building and awareness raising on the Refugees Act, 2021 and on refugee protection matters in general continued with a range of interlocutors across the country, including police, border officials, court users committees, and magistrates. This resulted in quick information sharing between government counterparts and UNHCR, leading to the smooth resolution of the majority of detention cases. Regular monitoring and missions to border areas, particularly along flight corridors, and visits to detention centres assisted in the early identification of refugees and asylum-seekers detained on charges of illegal entry, stay or legal status. Working closely with DRS, such persons were provided with legal assistance to enable early release.

Some 4,705 refugees and asylum-seekers were provided with legal counseling, represented in courts, or assisted with legal aid during the year, including through legal aid clinics.

7. Outcome Area: Community Engagement and Women's Empowerment

Forcibly displaced and stateless persons and their host communities increase their meaningful engagement and participation in policy decisions and programme activities affecting their lives.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
7.2 Proportion of people who have access to safe feedback and response mechanisms	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
7.3 Proportion of women participating in leadership/management structures	Refugees and Asylum-seekers	48.73%	50.00%	48.97%
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Refugees and Asylum-seekers	Extensive: ≥70 points	Extensive: =70 points	Extensive: ≥70 points
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Stateless Persons	Extensive: ≥70 points	Extensive: =70 points	Extensive: ≥70 points

Progress Against the Desired Outcome

In 2023, UNHCR and its partners continued to ensure meaningful participation and inclusion of all AGD groups across programming and decision making. Some 87.5% of the population were meaningfully engaged across all phases of implementation. Efforts to achieve gender equality resulted in equal participation of women in decision making, with women accounting for 50% of elected leadership and management structures, while 21 community groups were established and supported to promote gender equality and women's empowerment.

100% of the population had safe access to feedback and response mechanisms through the available channels in the community. Together with Film Aid Kenya, UNHCR ensured that refugees and asylum-seekers in the camps were reached with critical and life-saving information using various forms of media

and direct engagement. Refugee election guidelines were developed with displaced communities in Nairobi, Nakuru and Mombasa, reaching out to 89 groups in three locations; at least 2,679 refugees and asylum-seekers attended outreach sessions in 12 locations in urban areas during which information on services offered by DRS, UNHCR, partners and local authorities was shared to enhance access to services.

UNHCR maintained community-based leadership structures, including camp leadership and youth committees, with 50% participation of women and men. UNHCR ensured their participation in several focused-group discussions, rapid needs assessments, and mobilization of participants for different activities across sectors. UNHCR ensured that persons with specific needs, minority groups including LGBTIQ+, and children and adolescents were represented in all activities. However, despite deliberate efforts to encourage the participation of women in community engagement, there is still a bias in the cultural dispensation favouring men over women.

As part of UNHCR's accountability to affected populations, UNHCR maintained complaints and response mechanisms including email accounts, toll free helplines, help desks, and complaint boxes accessible to the community in both camp and urban areas. FilmAid Kenya conducted mobile information caravans in the camps through which information was shared directly with communities; feedback from these caravans enabled UNHCR to better understand and respond to immediate and pressing protection risks across the camps.

Two women led organizations were successfully onboarded in Dadaab to work with communities in the prevention of gender-based violence. Additionally, through the Girl Shine curriculum, 40 adolescent girls aged 14-19 years were empowered in different areas including adolescent sexual and reproductive health and trust-building. Through Qatar Charity Foundation, UNHCR constructed women and girls safe space in the re-opened Ifo 2 camp to enhance their participation in GBV prevention activities. The center will be used for both livelihoods and psychosocial support for women and girls in the camp.

8. Outcome Area: Well-Being and Basic Needs

The well-being of the refugees, asylum-seekers and stateless persons is improved and the gap in basic needs is bridged, including through enhanced use of cash-based interventions.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
8.1 Proportion of people that receive cash transfers and/or non-food items	Refugees and Asylum-seekers	64.27%	100.00%	94.60%
8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology	Refugees and Asylum-seekers	21.47%	100.00%	46.15%

Progress Against the Desired Outcome

In 2023, while UNHCR successfully made significant achievements by reaching an overall of 95 per cent of the intended people in need of cash transfers and/or non-food items, it is important to acknowledge that the scope and duration of our support were minimal. The assistance provided, crucial as it was, addressed only a fraction of the refugees' basic needs as outlined in the minimum expenditure basket, leaving significant gaps and unmet needs. However, regarding cash support, all identified individuals received funds for essential thematic areas namely hygiene (sanitary pads for women of reproductive age) and energy (firewood). Constrained by funding limitations, this aid was dispensed on a limited scale and sustained only for two months. Other cash programs, including cash for permanent shelter construction, education, and voluntary repatriation, were selectively provided to specific community segments. UNHCR has also initiated psychoeducation and livelihoods programming for persons with mental health issues, targeting also a small number of host communities in 2023.

For the in-kind support, essential items were provided to almost all identified beneficiaries including soap, sanitary items for women and girls of reproductive age, sleeping mats for new arrivals, blankets, Mosquito

nets and other household items like jerricans, kitchen set, for different vulnerable groups, e.g. those affected by floods.

With the majority of refugee households still relying on firewood/charcoal, access to clean cooking fuel and technology remains a prominent challenge in refugee camps/settlements; hence creating a limitation in achieving the desired target; only over 46 per cent was attained against a target of 100 per cent. In 2023, UNHCR continued collaborating with various partners to promote market-based approaches for clean cooking solutions, allowing the private sector to sell some improved cookstoves in the camps particularly in Kakuma and Kalobeyei. Additionally, UNHCR also fabricated and distributed 1,500 improved hybrid cookstoves to new arrivals. The operationalization of the UNHCR-FAO briquette plant in Kakuma also marked a significant achievement in diversifying the cooking fuel options. In 2023, funding constraints limited the cash transfer for energy allowing only limited gains in this sector as compared to the total energy needs. To bridge the gap, women and girls were compelled to continue fetching firewood within and around the camps. The restricted cash assistance has also cascaded effects on food security and nutrition as the displaced population resorted to negative coping mechanisms such as bartering their food for charcoal/firewood with the host community, skipping meals and undercooking their food.

Cash-based interventions (CBIs) and in-kind assistance were provided across all locations. CBIs provided in Kakuma cover 10 per cent of a refugee's basic needs, whereas mostly in-kind assistance was provided in Dadaab. Due to the shortage of funding, UNHCR is not currently able to support displaced populations to fully meet the gap between the minimum expenditure basket and their average household income.

9. Outcome Area: Sustainable Housing and Settlements

Forcibly displaced, stateless and their host communities in Kenya, have improved physical and economic means to prepare, withstand recover and be protected from the impacts of climate change.

9.1 Proportion of people living in habitable and affordable housing	Refugees and Asylum-seekers	97.68%	100.00%	98.72%
9.2 Proportion of people that have energy to ensure lighting	Refugees and Asylum-seekers	21.37%	100.00%	23.59%

Progress Against the Desired Outcome

Access to energy is a key human need and is an important catalyst for improving quality of life. Thus, in 2023, UNHCR committed itself to advancing access to energy for the displaced population in refugee settlements. Some of the major efforts that were implemented in this regard included soliciting access by refugee families in Kakuma to high-tier grid electricity generated by solar mini-grid operated by private developers in the area as well as efforts of solarizing various institutional premises. As 2023 saw the beginning of this initiative for refugees to access energy sources from private institutions, it has created a foundation whereby, going forward, these projects will be extended to a major part of the Kakuma settlements. There is also an increase in private sector interest and activities in the solar market, which will eventually benefit the refugees and host communities. For example, in 2023, private sector actors successfully sold 3,637 solar home systems/ lanterns, further contributing to the overall accessibility and sustainability of clean energy solutions in Kakuma settlements. In total, UNHCR has seen an increase in the percentage of people in the settlements that have access to energy for lighting, going from 21 per cent in 2022 to 24 per cent at the end of 2023.

In Kakuma, UNHCR constructed 357 permanent houses through its CBI programme ensuring that local materials and capacity were used, with the shelter partner ensuring quality while UNHCR identifying the land. The construction of 2,599 transitional shelters helped in providing shelter solutions for households that had been waiting in the reception centres to be settled in the community. UNHCR provided overall technical and programmatic support to shelter partners.

In Dadaab, 4,605 households comprising of 22,206 individuals received shelter support that included 2 tarpaulins and 10-meter rope per household.

10. Outcome Area: Healthy Lives

Health and nutrition status of the refugees and stateless persons is maintained or improved.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
10.1 Proportion of children aged 9 months to five years who have received measles vaccination	Refugees and Asylum-seekers	97.98%	100.00%	95.06%
10.2. Proportion of births attended by skilled health personnel	Refugees and Asylum-seekers	95.51%	100.00%	95.05%

Progress Against the Desired Outcome

Primary healthcare and nutrition services were maintained in 8 health facilities in Kakuma and Kalobeyei accredited to the National Health Insurance Fund (NHIF) with 13,920 households from Kalobeyei enrolled to NHIF. The under-five mortality rate was 0.8/1000/month (standard: <1.5/1000/month), with 5,239 deliveries in Kakuma and 815 in Kalobeyei. The antenatal coverage rate was 77.1 per cent and the skilled delivery attendance rate was 94 per cent. The contraceptive prevalence rate was <15%. Mental health services were strengthened at the community level through training on group management. Through support from the Ministry of Health, 992 people with HIV were assisted. The severe acute malnutrition programme reached 6,141 children while supplementary feeding reached 23,885. Nutrition commodities were received from UNICEF and WFP. In Dadaab, health infrastructure (1 hospital and 1 health post) in Ifo 2 were renovated and operationalized. Total consultations increased from 483,151 in 2022 to 561,635 in 2023 (including 27,189 mental health), an average of 102 consultations per clinician per day (against the standard of <50); 604 people benefited from referral outside Dadaab. Among new arrivals, 92 per cent of children under 5 were not vaccinated. Active disease surveillance, including health screening of new arrivals, was maintained. Outbreaks reported included 1,028 cases of cholera, 69 cases of measles and 12 cases of polio.

Supplemental immunizations were conducted with two rounds of cholera vaccines reaching 384,624 individuals and polio (nOPV2) vaccine to 238,000 children 0-15 years. Health information sharing on available services, risk communication and community engagement, immunization, antenatal care, malnutrition screening and management and vitamin A supplementation took place. Reproductive Health (RH) and HIV services were maintained including HIV testing and counseling, Antenatal care, post-abortion care, clinical management of rape, comprehensive obstetric and newborn care, and post-natal care. 9,364 deliveries were conducted by skilled personnel with coverage of 92 per cent which was lower than the set target of 95 per cent due to flooding and relocations. Some 126 and 130 clients were managed for Tuberculosis and HIV, respectively. Prevention and management of acute malnutrition reached 15,556 and 9,614 moderately and severely malnourished children respectively. In the urban program, 8,511 households were enrolled to NHIF and accessed services from public health facilities, 65 patients from Kakuma and Dadaab were referred for tertiary healthcare in national referral hospitals, and 1,374 new arrivals and protection cases without health insurance were assisted to access health care. Some 500 people from at risk populations were assisted to access to HIV prevention services.

11. Outcome Area: Education

Access of refugees, asylum-seekers and stateless persons to quality formal and non-formal education and training at all levels is enhanced.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
11.1 Proportion of young people enrolled in tertiary and higher education	Refugees and Asylum-seekers	3.70%	6.00%	5.86%
11.2 Proportion of children and young people enrolled in the national education system	Refugees and Asylum-seekers	10.15%	10.00%	8.93%

Progress Against the Desired Outcome

Provision of quality formal and non-formal education and training for refugees, asylum-seekers and stateless persons remained challenging in 2023 due to the overall decline in funding matched against an increase in numbers of school age refugee children requiring services. Nevertheless, steady gains were made against both outcome indicators through improvements in data collection, partnerships, and policy dialogue with national education authorities.

UNHCR has been able to improve information flows and data collection on refugees accessing higher education scholarships provided by a range of different partners. 2023 saw a small increase in the number of scholarships available to refugees to pursue higher education courses, including new complementary pathways opportunities for refugee youth to study in Italy and Turkey. The DAFI programme supporting refugees to study in Kenyan universities and TVET institutions continued to be in high demand with over one thousand refugee applicants competing for 100 slots; refugee students were also able to access a range of digital learning opportunities to pursue higher education diplomas and degrees. UNHCR made progress with policy dialogue with the Ministry of Education State Departments of Higher Education and TVET, supporting Ministry of Education (MoE) personnel to visit the two camps for improved understanding of barriers to post-secondary education for refugee and host community youth, and development of recommendations to facilitate improved access to Kenya's vibrant tertiary education sector.

Majority of young refugees continued to access basic education through 107 UNHCR managed schools in the two camps, serving around 145,000 children. Whilst increasing numbers of refugee children are enrolled in public schools around the camps or private schools within the camps, significant numbers of refugee children are out of school.

While sustaining education services in the camps, UNHCR made steady progress towards the sustainable solution of enrolment of refugee children and youth in the national education system. 2023 served up a window of opportunity for policy dialogue on inclusion with key global, national and sector policy processes, including the Global Refugee Forum 2023, the development of the Shirika Plan and the national education sector plan. UNHCR supported the MoE to develop a comprehensive situation analysis report, as well as a draft costed strategy on refugee education and training in Kenya, which is expected to be finalized in early 2024. The situation analysis exercise benefited UNHCR with more accurate data on enrolment of refugee learners in public schools surrounding the camps. In addition, in 2023 refugee inclusion received a boost from a large-scale government, World Bank supported, secondary education scholarship programme, which placed 2,500 young refugee learners in public schools across Kenya.

12. Outcome Area: Clean Water, Sanitation and Hygiene

Refugees, asylum-seekers and stateless persons have equitable access to safe water, sanitation and hygiene facilities

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
12.1 Proportion of people using at least basic drinking water services	Refugees and Asylum-seekers	99.53%	100.00%	100.00%
12.2 Proportion of people with access to a safe household toilet	Refugees and Asylum-seekers	85.91%	90.00%	73.01%

Progress Against the Desired Outcome

Kakuma operated 22 boreholes (19 powered through solar/genset hybrid) and 47 elevated steel tanks in Kakuma and Kalobeyei. Beneficiaries received between 9-18 liters/person/day (against the standard of 20 l/p/d). The variation is due to pressure deviations and leakages in the system. The operation installed 25 additional tap stands, extended 5.11 km of pipeline to the community, and installed 4 new elevated steel tanks in 2023. The quality of water was maintained and real-time monitoring for water supply was piloted during the year to improve WASH operational performance. During the reporting period, 203 household latrines were constructed through CBI and 1,158 households were provided with latrine construction materials (slabs and poles). Household latrine coverage stands at 51 per cent of refugees in Kakuma and 69 per cent in Kalobeyei.

In Dadaab, 560 household and 500 communal latrines were constructed in 2023. The household latrine coverage stands at 54.2 per cent. 272 metric tons of soap were distributed but only in the first quarter of the year. 168 Hygiene promoters conducted hygiene promotion campaigns although 130 were later laid off due to limited funding. As a result, only 28,290 households against a total of 76,410 households (37 per cent) were reached with hygiene promotion messages. During a cholera outbreak, 23,171 households and 21,150 latrines were disinfected using chlorine, lime, and insecticides.

A total of 320,572 refugees including 57,424 undocumented persons accessed WASH services in Dadaab. 28 boreholes, 43 elevated tanks and a network of 892 tap stands (3,082 taps) were maintained. Boreholes are run through hybrid of solar and diesel and it is estimated that solar contributed to 20.5 per cent of the energy needs. On average, beneficiaries received water quantities of 18.6 l/p/d, a reduction from 23 l/p/d in 2022 because of leaking systems and the effects of flooding that affected fuel delivery in November and December. The main interventions included installation of a 100 kVA generator at Hagadera BH9, rehabilitation of 3 boreholes, repair of 10 submersible pumps and replacement of 14 faulty submersible pumps. A 6 km water pipe was installed and 18 solar-powered chlorination systems (18 elevated steel tanks and 3 elevated steel tanks) were repaired.

13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

Refugees, asylum seekers and host communities become self-reliant through strengthened livelihood support and economic inclusion.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider	Refugees and Asylum-seekers	35.02%	47.00%	37.80%
13.3 Proportion of people (working age) who are unemployed	Refugees and Asylum-seekers	21.79%	25.00%	11.55%

Progress Against the Desired Outcome

Livelihoods and economic inclusion projects in 2023 contributed to breaking the cycle of dependency, promoting self-reliance, and enhancing the economic well-being of refugees and host communities. The

multifaceted approach empowered individuals with diverse skills, fostering entrepreneurship and creating a positive impact on the local economies. Continued support and investment are essential to sustain these achievements and further expand the scope of these impactful initiatives. Projects strategically align with the county integrated development plans, Vision 2030, KISED, and GISED and demonstrate inclusivity by targeting refugees and host communities.

Some 417 individuals received vocational and digital skills training, facilitating their transition to employment. Assistance was extended to 180 beneficiaries in climate-smart agriculture practices and promoting sustainable farming methods, while 365 youth were equipped with essential digital skills through the International Computer Driving License program, a comprehensive approach with online and onsite mentorship in digital freelancing.

A total of 10 Village Saving and Loan Association (VSLA) groups with 107 members were supported. Tailored interventions enhanced financial literacy, group dynamics, and sustainability. Transformation of VSLAs into empowered entities contributed to community development. Some 106 trainees enrolled in National Industrial Training Authority certification in plumbing, electrical wiring, solar photovoltaic systems, and tailoring, empowering them with practical skills and nationally recognized certificates. More than 1,300 members of youth and women’s groups were trained and certified in various technical and vocational skills, introducing digital literacy and digital livelihoods, enhancing their employability as they received cash, start-up kits, and mentorship for business expansion or initiation.

The Integrated Refugee Group Registration Act of 2022 facilitated 100 registered refugee-led organizations. Several financial and microfinance institutions and the Kakuma Kalobeyi Challenge Fund injected over USD 8 million into 1,588 multinational and local social enterprises through blended financing models, formal savings, credit, and insurance services.

These projects empowered individuals with diverse skills, fostering entrepreneurship and contributing to local economic growth. Certification programs and vocational training opened doors to competitive job markets, providing a pathway to employment for refugees and members of host communities. The focus on financial literacy, community ownership, and innovative agricultural practices ensured the sustainability of the projects beyond project duration. The projects have successfully engaged both refugees and host communities, promoting social cohesion and inclusivity.

14. Outcome Area: Voluntary Return and Sustainable Reintegration

Refugees who wish to return to their countries of origin do so voluntary, in safety and with dignity.

Progress Against the Desired Outcome

For most of 2023, voluntary repatriation activities had to be suspended due to the lack of funding and the need to prioritize other life-saving activities. Returns only resumed in November 2023 with 247 Burundians being facilitated to return.

In addition to more than 1,000 Burundians, some 71 Ethiopians, 54 South Sudanese, 17 Congolese, 4 Somalis, 3 Ugandans, and 2 Sudanese expressed willingness to return to their countries of origin and were provided counselling on the situation in their places of origin and the repatriation process. However, as noted above, the operation’s lack of funding prevented the majority from returning.

15. Outcome Area: Resettlement and Complementary Pathways

More refugees benefit from third country solutions through resettlement and complementary pathways.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
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15.1 Number of refugees submitted by UNHCR for resettlement	Refugees and Asylum-seekers	3,691	3,200	4,259
15.2 Average processing time from resettlement submission to departure under normal priority	Refugees and Asylum-seekers	1,250.00	850.00	1,492.00

Progress Against the Desired Outcome

For 2023, UNHCR Kenya was allocated the following quotas by resettlement states:

United States: 1,500+ individuals
 Australia: 400 individuals
 Germany: 890 individuals
 Canada: 200 individuals
 Norway: 200 individuals
 The Netherlands: 100 individuals

The identification of those refugees most in need of resettlement continued in Kakuma, Dadaab and various urban locations (Nairobi, Mombasa, Nakuru and other cities). In 2023, some 4,259 individuals were processed for resettlement and submitted to a resettlement country, surpassing the target of 3,200. UNHCR continued to ensure that various integrity measures were in place and adhered to, including biometrics verification at all interviews, the use of identification methodologies through proGres V4, and monitoring of compliance with SOPs to ensure the integrity of the resettlement process.

A total of 2,879 individuals departed for resettlement during the year, mainly to the US, Canada, Australia, Germany, Norway, The Netherlands, the UK, Sweden and other countries.

In 2023 at least 955 individuals departed to a third country through complementary pathways, including family reunification, private sponsorship, labour mobility and education pathways. It should, however, be noted that many more refugees likely left through a complementary pathway to a third country, but UNHCR was not informed of all such departures and hence it continues to remain a challenge to maintain accurate statistics of such departures (unlike resettlement). Out of the 955 refugees that departed, most left for Canada through private sponsorship. A few refugees were able to depart to Canada through their labour mobility scheme with the support of RefugePoint and through WUSC's Hires program (recruiting refugee youth to work in the hospitality industry). The US launched its own private sponsorship program, Welcome Corps, towards the end of 2023, and after the initial piloting of the program private sponsors are now able to name the refugees they would like to sponsor. Refugees in Kenya also benefited from various education pathways, such as through WUSC for tertiary education in Canada; the UNICORE scholarship program for university studies in Italy; Mastercard Foundation scholarships to study in universities in the East Africa region and beyond; Welcome Corps on Campus to the US.

16. Outcome Area: Integration and other Local Solutions

Forcibly displaced and stateless persons benefit from enhanced local solutions, including through acquisition of residency status and work permits.

Stateless persons are able to obtain citizenship and relevant documents in a timely manner

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
16.2 Proportion of people covered by national social protection systems	Refugees and Asylum-seekers	28.17%	40.00%	28.58%

Progress Against the Desired Outcome

Statelessness: In 2023, UNHCR collaborated with the Government of Kenya to support efforts to find solutions for an estimated 16,800 stateless persons, including the registration of the Pemba community for Kenyan citizenship, development of community self-registers for the Burundi and Rwandan communities, and advocacy for legal amendments to remove the time-limited provision for registration of stateless persons. Key results included the confirmation of Kenyan nationality for some 7,000 Pemba. Advocacy continued with the Government to amend the law to provide a legal framework for the registration of the remaining stateless persons, and an amendment is being introduced in Parliament.

Other local solutions: Adoption of the Integrated Social Economic Development Plans, i.e., KISED and GISED, for both Turkana and Garissa Counties as area-based development plans. The initial phases of these plans have attracted private sector investments into the refugee settlements, particularly into Kakuma and Kalobeyei. In 2023, an estimated 70 million USD was raised towards KISED by the stakeholders and around the same amount also raised for GISED. The area-based plans are key building blocks of the new SHIRIKA plan which will further elaborate the country level refugee policy.

UNHCR adopted a comprehensive strategy focusing on advocacy with key government entities, including ministries, departments, and agencies responsible for social protection, under the leadership of the National Social Protection Secretariat, and with the support of other UN agencies like WFP, ILO, and UNICEF. Notably, UNHCR played a crucial role in providing support towards the development of refugee inclusive legal frameworks, the development of the draft Refugee Inclusive Social Protection Bill 2024, crafting a detailed roadmap for refugee inclusion within social protection systems, and the finalization of the Kenya Social Protection Policy of 2024. The roadmap for refugee inclusion encompasses various aspects, including integration into the Enhanced Single Registry (ESR), National Social Security Fund (NSSF), increased uptake of National Health Insurance Fund, Social Assistance, inclusion of Refugee-Led organizations into national structures and economic programs. 22,431 households from Kakuma and urban areas continued to benefit from social health insurance, while 2,500 refugee students benefited from government education scholarships. UNHCR successfully implemented the pilot 70+ cash assistance programme aligned with the government's Older Persons Cash Transfer reaching 205 older refugees demonstrating a concept of inclusion into social assistance. UNHCR working with the social protection secretariat also listed 1,260 households in Mombasa as a step towards inclusion into the ESR. Increased UNHCR participation in critical advocacy forums, notably the 2023 Kenya Social Protection Conference, where discussions on refugee inclusion were pursued, have resulted in actionable outcomes.

2.2. Age, Gender and Diversity

In 2023, some 87.5 per cent of refugees and asylum-seekers were meaningfully engaged across all phases of the programme cycle through focus group discussions, participatory observations, community engagement, key informant interviews, and surveys. Efforts to achieve gender equality resulted in equal participation of women in decision making, with women having 50 per cent membership in leadership and management structures in the community. Further, existing community groups were supported and new groups were established to promote gender equality and women's empowerment in the community.

The population had access to safe feedback and response mechanisms, with 130,544 refugees and asylum-seekers reached with critical and life-saving information using Mobile Information Caravan Services, bulk SMS, film screening, youth leader meetings, radio talk shows, trainings and other activities. Thousands of others accessed face-to-face counselling in UNHCR offices in the camps and in Nairobi. Similarly, refugees and asylum-seekers continued to access UNHCR's toll-free 24-hour helpline, which handled a total of 275,446 calls and 2,071 emails during the year providing information on procedures and making appointments protection counselling and UNHCR and government services.

Persons with specific needs were supported to access various services. Some 6,993 older persons received protection services during the year, while 921 persons with disabilities received assistive devices. Some 12,239 individuals were supported through specialized services including occupational therapy, orthopedic technology, physiotherapy, and referrals for specified assistance. Challenges included limited

funding to support the increasing needs for livelihoods and CBI assistance for elderly and persons with disabilities, inadequate funding to support the severely disabled individuals, and poorly equipped rehabilitation centers to support persons with disabilities.

The operation undertook an AGD self-assessment during the year to identify areas for improvement and ways to enhance application of the AGD policy, while staff from across the operation attended various trainings aimed at building capacity to better implement AGD principles.

Section 3: Resources

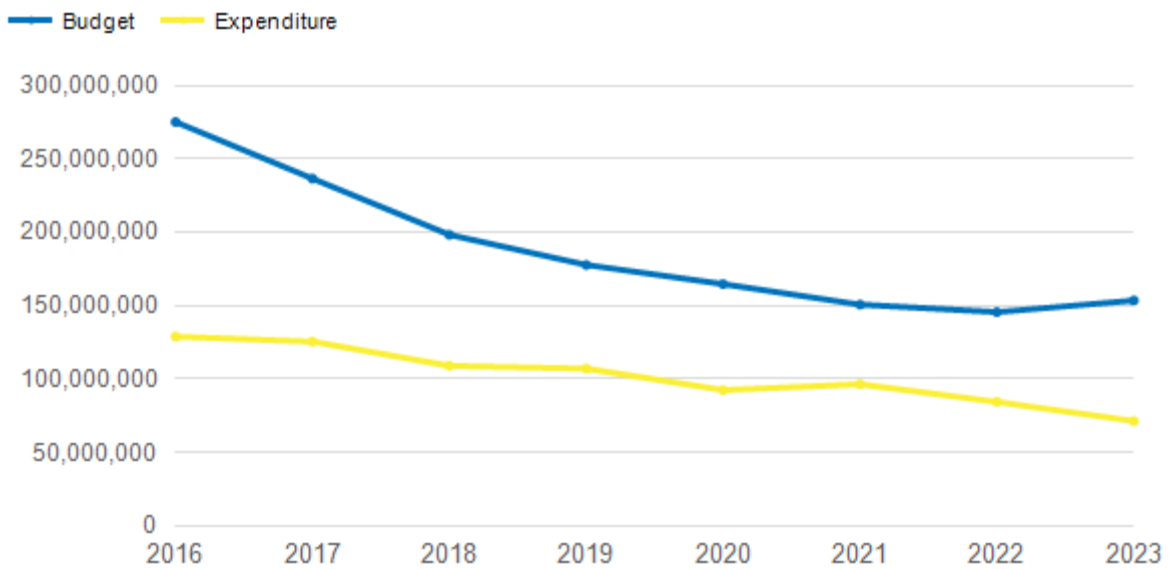
3.1 Financial Data

(Financial figures in USD)

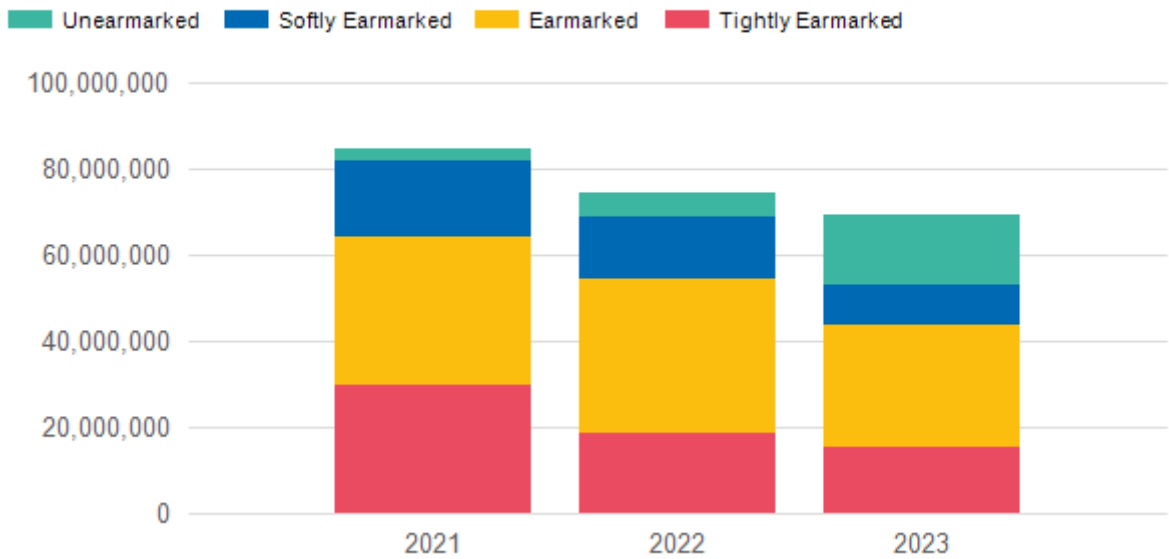
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	24,593,821	16,397,548	66.67%	16,397,548	100.00%
IA2: Assist	71,194,232	34,151,703	47.97%	34,151,703	100.00%
IA3: Empower	27,981,967	12,323,821	44.04%	12,323,821	100.00%
IA4: Solve	29,665,887	8,461,109	28.52%	8,461,109	100.00%
All Impact Areas		254,066			
Total	153,435,906	71,588,247	46.66%	71,334,181	99.65%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	11,179,868	8,797,944	78.69%	8,797,944	100.00%
OA2: Status	3,584,396	1,800,336	50.23%	1,800,336	100.00%
OA3: Policy/Law	2,895,663	1,751,003	60.47%	1,751,003	100.00%
OA4: GBV	3,815,595	1,581,014	41.44%	1,581,014	100.00%
OA5: Children	3,474,620	735,884	21.18%	735,884	100.00%
OA6: Justice	3,673,219	1,599,101	43.53%	1,599,101	100.00%
OA7: Community	4,508,892	2,065,277	45.80%	2,065,277	100.00%
OA8: Well-being	13,728,383	5,429,637	39.55%	5,429,637	100.00%
OA9: Housing	11,092,721	4,355,085	39.26%	4,355,085	100.00%
OA10: Health	26,968,556	7,968,000	29.55%	7,968,000	100.00%
OA11: Education	17,601,897	7,451,443	42.33%	7,451,443	100.00%
OA12: WASH	6,745,218	2,400,935	35.59%	2,400,935	100.00%
OA13: Livelihood	5,871,177	2,807,102	47.81%	2,807,102	100.00%
OA14: Return	15,906,010	1,554,254	9.77%	1,554,254	100.00%
OA15: Resettle	5,384,071	2,893,340	53.74%	2,893,340	100.00%
OA16: Integrate	8,375,806	4,013,515	47.92%	4,013,515	100.00%
EA17: Systems	4,451,814	11,316,644	254.20%	11,316,644	100.00%
EA19: People	3,260,675	2,449,163	75.11%	2,449,163	100.00%
EA20: External	917,325	364,504	39.74%	364,504	100.00%
All Outcome Areas		254,066			
Total	153,435,906	71,588,247	46.66%	71,334,181	99.65%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

Funding levels for the Kenya operation decreased in 2023 compared to 2022 despite an overall increase of 20 per cent in the number of people in settlements and urban areas. The reduction in funding severely affected the provision of services by UNHCR and partners. Nevertheless, donor engagement was sustained through close collaboration and information sharing, particularly when new developments and crises arose, such as new arrivals due to extreme climate related displacement.

In addition to funding received from government donors, global contributions such as CERF funding were also obtained. Some income was also recorded from the private sector, however, the operation will continue to engage the private sector, locally and outside of Kenya, in search of new streams of additional funding. By the end of 2023, the needs of the operation of USD \$153.4 were funded at 46%.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

Despite some significant progress made on the policy level, with GOK now embracing the inclusion of refugees as the main principle of their refugee management, UNHCR has grappled with some challenges related to the core protection issues, including the situation of onward movers who faced increasing issues with accessing the territory and asylum procedures, and of whom some 5,000 in Kakuma remained unregistered, resulting in significant overcrowding in the reception centers.

The funding reduction compounded by over 113,000 new refugees impacted the sustained delivery of basic services to increasing refugee population and response to climate emergencies. As all actors in the refugee operation are hit by the funding constraints, the impact on refugees is cumulative and expected to worsen in 2024 when the food rations are further reduced to just 50 percent. There has been an increase in anti-social behaviour amongst refugees, with negative coping mechanisms on the rise within vulnerable groups which is expected to further grow in tandem with the destitution within the population. There is some evidence that this may even lead to increased people trafficking out of the camps and to increased sexual exploitation of vulnerable groups. Humanitarian responses for new arrivals and vulnerable populations must continue, while making the necessary investments in transitional and development interventions, including support to government provided services in health, education, social protection. If possible, these efforts need to accelerate so that they can be reflected in reduced budgetary allocations in key sectors such as health and education.

The impact of climate change has become a substantial operational impediment to farming activities which need to be reassessed as the main livelihoods activity for refugees. In general, the impact of climate crisis on the operation needs to be assessed and factored in future programmes.



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