



NORWEGIAN
REFUGEE COUNCIL

HORN OF AFRICA AND YEMEN

ANNUAL REPORT 2012

2012 AT A GLANCE

- 830,869* people were supported by NRC in 2012 in one of the world's most complex displacement situations.
- Recovering from the 2011 famine, the Horn of Africa and Yemen faced continued food insecurity due to drought, floods, conflict and lack of livelihoods.
- NRC continued providing emergency assistance across Somalia, and increased its focus on sustainable humanitarian programming and durable solutions for long-term displaced people.
- In Somaliland and Puntland, NRC facilitated land negotiations and provided permanent houses to thousands of people who had been displaced for many years.
- NRC advocated against the premature return of refugees from Kenya to South Central Somalia, and engaged in the new IDP Return Consortium for Somalia.
- Humanitarian workers continued to be at risk in Somalia. In the refugee complex in Dadaab, Kenya, the security situation also worsened significantly in 2012, with aid workers killed and kidnapped, including NRC staff.
- In Kenya, NRC expanded its operations to Kakuma refugee camp in the north, in addition to its programmes in Dadaab and the Rift Valley.
- In Ethiopia, NRC opened field offices in the North East and in the West, to respond to the needs of incoming Eritrean and South Sudanese refugees, respectively.
- A new country programme was opened in Yemen in June 2012, targeting internally displaced persons in the South and in the North with emergency supplies and return support.
- Water, Sanitation and Hygiene was introduced as a new core competency in NRC globally following pilot work in the Horn of Africa, where WASH activities were scaled up in 2012.
- Hawa Aden Mohamed from Somalia, a 65-year old former refugee, humanitarian, educator and women's rights advocate was recognized with the 2012 Nansen Refugee Award by UNHCR and NRC. Education remains one of NRC's main activities for strengthening the capacities of displaced people in the Horn of Africa.

* Beneficiaries are registered according to the different services received; those who received assistance in more than one sector have been counted twice, e.g. shelter and education





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Published: March 2013

Front and back cover picture: 165,000 Somali refugee children are out of school in Dadaab refugee camp in Kenya (Photo: NRC/Georgina Goodwin/Felix Features)

Inside cover page: More than 8,200 refugees from South Sudan arrived in the camps in Kakuma, Kenya, in 2012 (Photo: NRC/Astrid Sehl)



NRC's Regional Director, Hassan Khaire, with two brothers in Puntland, Somalia, who benefited from the construction of a home through NRC's permanent shelter project in 2012. Photo: NRC/Astrid Sehl

FOREWORD BY THE REGIONAL DIRECTOR

ACHIEVEMENTS **AND** CHALLENGES

It is with great pleasure that I present the NRC Horn of Africa and Yemen 2012 Annual Report highlighting the key achievements and progress of the organisation. This report also provides direction on issues that the organisation will focus on during 2013 and beyond. The Horn of Africa is the scene of one of the biggest displacement crises in the world, while an increasing number of economic migrants transit through the region. More than two million people are living as refugees and over two million people are displaced within

their own borders in the four countries covered by NRC's regional programme: Somalia, Kenya, Ethiopia and Yemen.

I am grateful to all my 550 colleagues who have committed themselves to provide humanitarian assistance in challenging environments. I extend my gratitude to the host Governments, the African Union, the United Nations, humanitarian partners, donors and others for the cooperation and support received during 2012. Most of all, I thank the

displaced people and host communities whose trust we have earned through listening to them and trying to address their needs. I strongly believe that partnerships and collaborative efforts are essential to achieving sustainable solutions.

In 2012, NRC expanded its presence by starting a new country operation in Yemen. NRC also opened new offices in the refugee camps in Kakuma in Kenya, and in the western and northern regions of Ethiopia. At the end of the year, NRC had 15 field offices in the Horn of Africa and Yemen. Our footprint continues to grow and we aim at further increasing our impact in 2013, with increased focus on recovery and cross-border links.

Displaced people are in desperate need of a roof over their heads, food and water, sanitation facilities, education, livelihoods opportunities as well as protection against violence, harsh weather conditions and wild animals. Above all, they need a sustainable alternative to a life in limbo. In 2012, we supported durable solutions for thousands of displaced people in Somalia by facilitating land negotiation processes and building permanent shelters. In the future, we aim at achieving more durable solutions through implementation of projects integrating various sectors.

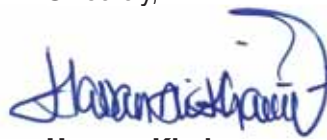
Operationally, NRC continues to take on innovative approaches in its programming. During 2012, we successfully piloted new ways of assisting marginalized communities in becoming more food secure and self-reliant, by combining training, material support and finance management. We have developed a new method for mobile data collection in the field, in order to strengthen the Monitoring and Evaluation of projects, and systematically trained staff on accountability and anti-corruption measures.

The armed attack on an NRC convoy inside a refugee camp in Dadaab in June was a stark reminder of the hostile environment in which we operate, where even the displaced people and aid workers are seen as targets. Whilst one of our colleagues tragically lost his life, four others luckily survived their gunshot wounds. Four colleagues were kidnapped and rescued after three days.

Since this tragic incident, NRC has made changes to its operational modalities in order to strengthen staff security in this and other areas. Increased dialogue and collaboration with the refugees and host communities are crucial, and we are constantly striving to improve this. In Dadaab, 535 refugees currently work with NRC while we provide education and casual labour opportunities to host community members.

NRC supported more than 820,000 people in the region with humanitarian assistance in 2012. Whilst we are doing our utmost to reduce their hardship, uphold basic rights and maintain dignity, humanitarian action cannot change the root causes of displacement. My hope for 2013 is that greater efforts are made to find lasting solutions to ease the plight of the millions of people who have been uprooted from their homes.

Sincerely,



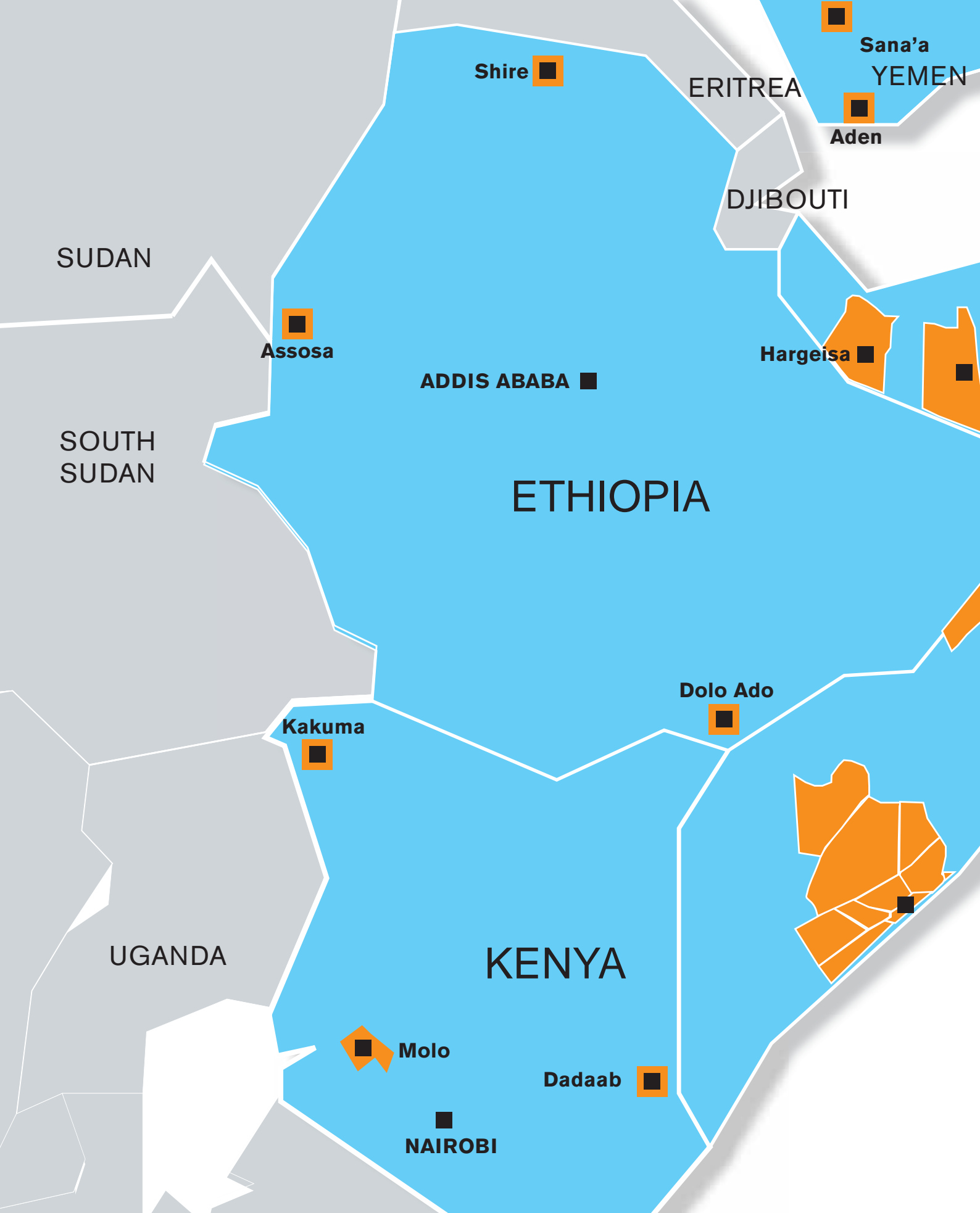
Hassan Khaire

Regional Director, NRC Horn of Africa

NORWEGIAN REFUGEE COUNCIL

NRC is an independent, humanitarian non-governmental organisation with 67 years of experience. NRC provides assistance, protection and durable solutions to refugees and internally displaced persons in 20 countries worldwide. The Horn of Africa and Yemen regional programme is the largest in NRC with 550 employees in Somalia, Kenya, Yemen and Ethiopia and a budget of 51.5 million USD in 2012.

For more information, see: www.nrc.no



ETHIOPIA

Shire

Sana'a

YEMEN

Aden

ERITREA

DJIBOUTI

SUDAN

Assosa

ADDIS ABABA

Hargeisa

SOUTH
SUDAN

KENYA

Dolo Ado

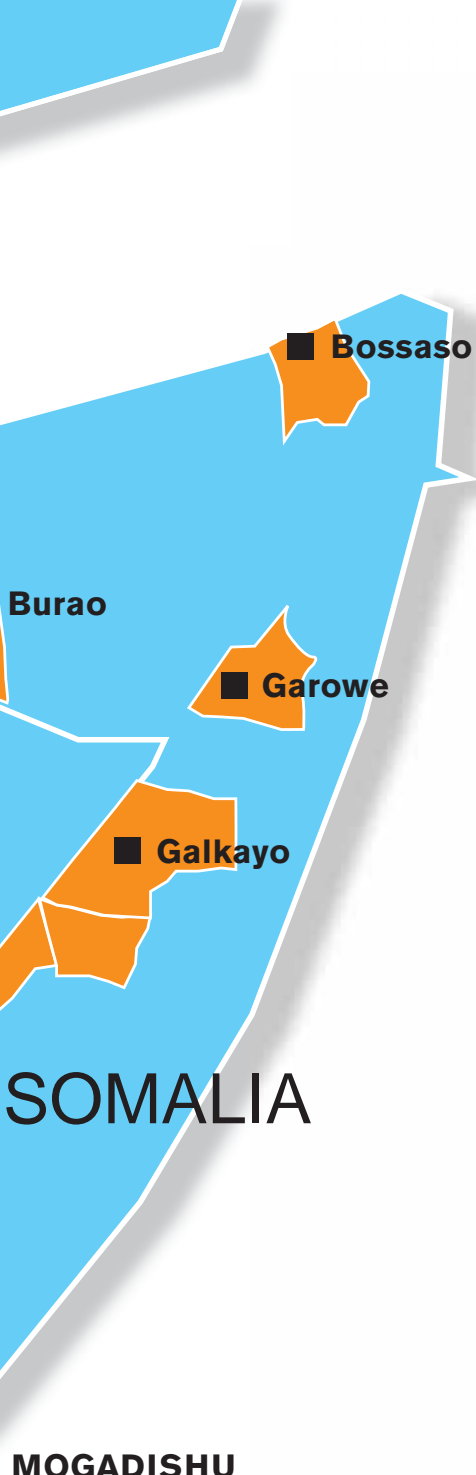
Kakuma

UGANDA

NAIROBI

Molo

Dadaab



NRC IN THE HORN OF AFRICA

■ **Field operations 2012**
550 Employees
and more than 1000 incentive workers



Exhausted survivors of the Gulf of Aden crossing, wait for help on a beach in Yemen. In 2012, around 100 deaths at the hands of people smugglers were recorded. Photo: UNHCR/J. Björgvinsson

REGIONAL DISPLACEMENT

MIXED MIGRATION **ON THE RISE**

Multiple reasons can explain the movement of millions of people across borders within and from the Horn of Africa. Governments and the international community should take a progressive and diversified approach in dealing with mixed migration.

Every day, desperate people from the Horn of Africa board poorly conditioned vessels to cross the Gulf of Aden into Yemen. A record high number of more than 107,500 people embarked on the dangerous journey in 2012. Whilst some fled conflict, drought and political persecution, a majority were seeking job opportunities and a better life in Saudi Arabia. Over 78% of all migrants arriving in Yemen travelled via Djibouti. Migrating through Djibouti continues to be a dangerous affair. No one knows quite how many lost their lives in the hot deserts, suffering from dehydration, starvation and abuse by human smugglers. Around 100 persons

have reportedly drowned trying to cross the Red Sea. Amongst the risks facing migrants are arbitrary arrest and detention, closed borders and refoulement, physical and sexual violence as well as trafficking, captivity and extortion, and inadequate access to basic services such as food and health care. According to UNHCR, at the end of 2012, 100,000 migrants and refugees were stranded on Yemen's coast and many were likely to end up as displaced within Yemen or be pushed back to the country they came from. People leaving the Horn of Africa also headed west towards Northern Africa, aiming to cross the Mediterranean Sea into Europe. Others

paid thousands of dollars to human smugglers to be transported by truck to South Africa, or embarked on the dangerous journey through the Sinai Desert to Israel.

Interlinked reasons

Migration in Eastern Africa is not a new phenomenon. What is new, is that the number of people fleeing is higher than ever before, and that the reasons are more interlinked, and include economic, social, political and environmental factors, particularly with regards to climate change.

“Mixed migration” from the Horn of Africa presents a complex challenge to regional governments and to the humanitarian and international community. The traditional distinctions between refugees, asylum seekers, and economic migrants are becoming less clear as people move from one country to another for a combination of reasons. Countries are becoming aware of the fact that their immigration laws are inadequate to deal with the phenomenon of mixed migration whereby refugees, asylum-seekers, economic migrants and even victims of human trafficking may be using the same routes and means of transport to reach a shared destination, but are driven by different motives and have different claims to protection and humanitarian assistance. Many travel without identification papers and other required documentation, and risk being treated as criminals.

Increased intolerance

NRC is concerned about the general increase in xenophobia against refugees and migrants in the region, and the growing market for human smugglers. Kenya has been one of the world’s most generous refugee-hosting countries, having hosted hundreds of thousands of refugees from Somalia for over 20 years, in addition to refugees from other countries like Sudan. However, throughout 2012 there was growing political pressure for the return of refugees to South Central Somalia. In December 2012, the Kenyan Department of Refugee Affairs gazetted that 60,000 urban refugees should relocate to refugee camps, following a series of grenade and other terrorist related attacks in the capital Nairobi and other major towns.

The announcement fueled tensions between the refugee population and locals. Urban refugees, many

who were self-sufficient were exposed to increased police harassment, intimidation and extortion, and eventually had to relocate - again.

Need to adjust policies

All indications point to continued and increased mixed migration in the years to come. It is therefore instrumental that Governments ensure that their policies and practices are adjusted to the changing trends, such as exploring opportunities for local integration of refugees, with particular emphasis on livelihoods and self-reliance, and better access to education. Policymakers should consider the management of migration in light of social, economic, environmental and political implications. Countries should continue to keep their borders opened, facilitate

registration of all newcomers, and replace forced deportations with voluntary return programmes. Recipient countries should also respect international refugee law and not push for premature return to conflict areas, which is likely not to be sustainable and will potentially expose vulnerable populations to severe risks.

Regional bodies, like the Inter-Governmental Authority on Development (IGAD), are increasingly engaged in adopting policies with a regional scope. The international

community should contribute to meet the urgent humanitarian needs of migrants and refugees who are stranded in limbo, support anti-trafficking measures, increase their own quotas for resettling refugees, and further adjust their own asylum and migration procedures in the spirit of burden sharing in a global world.

With operations in Kenya, Somalia, Ethiopia, Yemen and Djibouti (in 2013), NRC is strategically positioned to address regional displacement issues. NRC will use its experiences from supporting durable solutions for internally displaced persons in Somalia, to explore opportunities for return of refugees to Somalia once the security situation has improved and people decide to return voluntarily. At the other end of the scale of responding to needs, NRC is also working to support prevention of displacement. NRC has adopted the concept of resilience and seeks to improve sustainability in all its programmes. NRC also systematically includes vulnerable members of the host community in its responses, to ensure their protection, to prevent further displacement and to ensure improved acceptance.

**Mixed migration:
Complex population
movements
including refugees,
asylum seekers,
economic migrants
and other migrants**

Source: IOM

EMERGENCY RESPONSE AND DURABLE SOLUTIONS

While thousands of Somalis were forced to flee to save their lives from conflict, drought, floods, and lack of food, a small but important group of long-term displaced people finally got a place to call home and were no longer labeled ‘IDPs’.

Following a devastating drought that led to the 2011 famine, the humanitarian situation in Somalia improved during 2012. However, people still lacked food, particularly in the South and Central regions of the country. Overall, 2.5 million people were dependent on aid, of which 1.1 million were internally displaced. Political progress was made as an eight-year long transitional period came to an end, a new constitution was enacted and a new

Government was elected, gaining positive attention around the world.

NRC’s Somalia programme was the focus of a joint evaluation by two of its largest donors in 2012: the Swedish and Norwegian governments. The evaluation team travelled to Somaliland, Puntland and South Central to interview NRC staff, beneficiaries, partners, and other

***NRC supported
396,252 people in
Somalia in 2012****



7,900 children in South Central Somalia gained access to education through NRC in 2012. Photo: Bistandsaktuelt/Espen Rost

stakeholders. The evaluation concluded that NRC had delivered a tremendous amount of services to the people of Somalia, and recommended further investment in monitoring and evaluation systems which NRC followed up on.

South Central Somalia

Continued armed conflict caused death and displacement of civilians in 2012. In Mogadishu, the security situation improved as the Somali National Army, supported by African Union forces, gained control. However, the city remained one of the most dangerous in the world, with frequent incidents such as suicide bombings and grenade attacks. There were around 180,000 IDPs living in congested settlements in Mogadishu and in the rush to rebuild the capital, thousands of IDPs squatting in the ruins of public buildings were forcefully evicted. Through advocacy and media outreach, NRC drew the attention of the international community to the humanitarian situation with particular focus on displaced population.

IDPs were to a high degree treated like commodities that could be traded for political, military or financial reasons. Various players acting as “gatekeepers” were one of the biggest hurdles for the IDPs’ access to assistance. Poor coordination between the many local and international actors on the ground constituted another obstacle to efficient provision

of humanitarian assistance. NRC engaged actively in the cluster system and reached out to Somali authorities as well as key international actors in order to improve coordination.

NRC continued implementing the food voucher programme that was initiated during the peak of the famine in 2011, targeting 41,000 people in 2012. NRC increased the focus on food security, introducing livelihoods support programmes, which included the provision of wooden wheelbarrows, fishing gear, business stalls, cash grants, donkey and donkey carts and business kits. Intense seasonal flooding put a strain on populations in parts of South Central. In Beledweyne in the Hiiraan region, NRC provided emergency kits with kitchen utensils, blankets and other items to 1,600 families affected by floods. NRC supported vulnerable households in Bay and Lower Shabelle regions with goats, donkeys and donkey carts, as well as agricultural tools and seeds.

NRC constructed schools and latrines, and provided school furniture, learning materials, school uniforms, and sanitary kits to the girls. NRC trained and hired over 200 teachers and supported 7,900 learners to complete their final term exam in its learning centres. NRC engaged actively in the Emergency Shelter and NFI cluster. NRC undertook settlement planning, community mobilization, and advocated within the cluster for special attention to be given

SAFER HOMES FOR URBAN DISPLACED

In order to improve the situation in the overcrowded Zona K settlement in Mogadishu, NRC initiated settlement planning together with authorities, land owners and IDP community leaders. NRC erected transitional shelters complete with water supply, de-sluggable latrines and hygiene promotion for 2,234 displaced families, who also received solar lamps. The structures made of corrugated galvanized iron sheets were transportable and had lockable doors, which improved people’s security. This formed part of a tri-cluster initiative in the sectors of Shelter, WASH and Health, comprising 16 projects and 14 agencies funded by the Common Humanitarian Fund.



Photo: NRC/Mustafa Abdinur



Hawo Mire (65) receives food security small-scale business support, in Garowe, Puntland. Photo: NRC/Abdiaziz Bashir

to the most vulnerable people, like the elderly and single mothers. NRC provided shelters to more than 42,000 people, and upgraded tents with more secure shelters made with corrugated iron sheets. NRC conducted hygiene promotion campaigns in several IDP settlements and constructed 1,250 communal latrines, rehabilitated five boreholes, elevated water tanks and constructed animal troughs. 173,000 displaced people were provided with sanitation and hygiene kits.

Puntland

142,000 people were internally displaced in Puntland, a majority of which are located in the cities of Bossaso, Galkayo and Garowe where NRC had offices. The congested settlements constituted a serious risk for the families living within them, including the spreading of disease, limited privacy and widespread violence. The 'buls' or huts constructed from scraps of fabric and sticks were not able to withstand the frequent fire outbreaks. Since most of the land was in the hands of private landowners, it was a challenge to obtain access to land and provide sustainable solutions to those who had been displaced for many years. Together with UNHCR, NRC made ground in Halaboqad settlement (Galkayo), where the local authorities granted land tenure and NRC was able to construct permanent homes for 1,500 people. In Bossaso, NRC focused on constructing shelters made from corrugated iron sheets that provided better protection than the buls. NRC provided homes to 6,000 people and distributed relief items to 40,000 persons. NRC also

conducted hygiene awareness campaigns to improve the health and well-being of displaced people.

In addition to providing food rations and vouchers to 10,000 persons, NRC piloted a food security programme for 400 families in Garowe. Around half of them received training and equipment to start their own small scale businesses, whereas others benefited from farming support, all in collaboration with local partners and the Puntland Ministry of Agriculture and Irrigation.

NRC continued its Somalia-wide Alternative Basic Education (ABE) Programme and an Accelerated Primary Education Support programme (APES) that provides children with a bridge into the formal school system. NRC supported the education sector by constructing schools and latrines, distributing learning material and furniture, training teachers and providing food and water to the children. Using a newly developed school monitoring platform on the online mobile data collection system 'Mobenzi', NRC was able to register an average school attendance rate of 80% among ABE students, signalling a significant improvement from the year before.

Somaliland

At the end of 2012, there were an estimated 84,000 internally displaced persons in this northern region of Somalia. The relative stability of Somaliland, that saw another peaceful election in 2012, provided an important opportunity for NRC to support durable solutions to people who had been displaced for years, if not decades.

Since NRC's establishment in Somaliland in 2004, education had been one of the primary areas where its efforts have truly benefitted the young generation. With only half the children of Somaliland accessing basic education, the Ministry of Education launched its Free Primary Education initiative in August 2011. In support of this initiative, NRC increased its activities targeting displaced children who were out of school. NRC's Education programmes reached 6,135 young learners, and supported 1,687 learners in transiting into the formal school system. NRC constructed and renovated 69 classrooms, as well as offices, stores and latrines. 480 learners graduated from NRC's four Youth Education Pack (YEP) centres in Hargeisa and Burao. The centres provided out-of-school youth



Displaced people in Burao, Somaliland were eagerly waiting to move into their new permanent homes constructed by NRC in collaboration with UNHCR and funded by the Government of Japan. Photo: NRC/Astrid Sehl

who were too old to enter the formal school system training in literacy, numeracy and life skills, as well as basic vocational training and support to set up small businesses.

Due to the relocation and eviction of displaced people in the city centre of Hargeisa, thousands of families were scattered in settlements in the outskirts of the city, with limited services and opportunities to get an income or education. NRC provided shelter to 200 families in the Ayaha III settlement, and built a new school thanks to a generous land owner who provided title deeds to the displaced people.

In Burao, NRC continued the successful shelter programme that began as a pilot in 2011 in partnership with the local government. With the government transferring land ownership to internally displaced households, NRC constructed another 75 houses in 2012 and supplemented the project with food security activities.

Seasonal rains caused flash floods in the Togheer Region leading to loss of household items and

livestock and destruction of homes and infrastructure. NRC distributed kitchen and household items to 700 households affected by floods. In the same region, NRC established a Food Security programme targeting 24,000 people displaced by drought. Through the use of a food voucher system, IDP families got access to a variety of food items from traders and vendors in the region. NRC also distributed agricultural seeds, tools and poultry to 600 farming households.

The way forward

NRC will consider expanding to new operating areas, including Baidoa and Kismayo. In Dollow, Somalia, on the border of Ethiopia, NRC began a cross-border cooperation with its Ethiopia country programme in Dolo Ado, aiming at supporting 3,500 IDPs with shelter and emergency equipment. Refugee return will be an important political and humanitarian issue in the near future. While exploring return programming and opportunities to expand durable solution projects, NRC will carefully consider the security risks and the current lack of basic services, and continue advocating against any form of involuntary return.

INCREASED ITS HUMANITARIAN OUTREACH

Somali refugees arrived in the South, Sudanese came from the West, while Eritreans entered from the North. NRC substantially expanded its country programme in Ethiopia to assist swelling refugee populations in the border regions.

According to the UN, around 3.8 million Ethiopians were in need of humanitarian support in 2012, due to recurrent droughts and floods resulting in food insecurity, water shortage and acute stress on households and livelihoods. In addition, Ethiopia hosted more than 376,000 refugees from its neighbouring countries. NRC opened its country programme in Ethiopia in response to the mass influx of refugees fleeing from conflict and

**NRC supported
83,789 refugees in
Ethiopia in 2012***

famine in Somalia in 2011. During 2012, Ethiopia became the key recipient country of Somali refugees, receiving 29,500 new arrivals. At the end of 2012, the Dolo Ado camp complex had grown to become the second largest in the world with a population of 181,000 Somali refugees. Amongst the newcomers refugees were young men who escaped from forced recruitment to armed forces in South Central Somalia, and families at the brink of starvation.



Adey Mohamed (20 years) is one of the young mothers in NRC's Youth Education Centre in Hiloweyn camp in Dolo Ado. NRC employs baby caregivers to take care of the children while the mothers are in class. Photo: NRC/Muhumed Hussein



The Norwegian Ministry of Foreign Affairs was NRC's largest donor in the Horn of Africa. Deputy Minister of Foreign Affairs, Torgeir Larsen visited refugee camps in Ethiopia and was briefed by Priya Jacobs, NRC Head of Office in Tigray Region. Photo: NRC/Peter Cawley

Dolo Ado

From the pitching of the first emergency tent in Dolo Ado in July 2011, NRC quickly became the leading shelter agency. In 2012, NRC provided emergency shelters to 41,390 refugees. Also, NRC's teams erected 20 transitional shelters every day, benefitting a total of 18,630 refugees. These shelters had lockable windows and doors that made people feel safer.

In a fragile environment like southern Ethiopia, the risk of conflict is high when large refugee populations compete with local people over scarce natural resources. The Ethiopian Government and local community expressed concerns with hosting an increasing number of refugees, and international donors also seemed fatigued. NRC worked closely with Administration for Refugee and Returnee Affairs (ARRA), UNHCR and other partners to expand existing camps and accommodate increased numbers of new arrivals in Dolo Ado. NRC addressed environmental challenges by sourcing locally available and environmentally friendly building materials, and invested in programmes that facilitated improved host community-refugee relationships. NRC constructed 120 transitional shelters for vulnerable host community members, upgraded local administrative offices and constructed 20 market shops. NRC further included the host community by setting up prefabrication

workshops where both refugees and host community members worked side by side to produce shelter kits.

NRC constructed three schools and set up two Youth Education Pack (YEP) centres that provided academic and vocational training to 600 youth, aged 15 to 24. Alternative Basic Education was provided to 820 refugee children who had not attended school in Somalia, enabling them to later join the formal education system. In order to enhance the quality of education, NRC ensured that all the teachers recruited completed a pedagogical induction programme.

Tigray region

Ethiopia is home to more than 63,500 Eritrean refugees. In the Tigray region, between 800 and 1,000 refugees arrived every month in 2012, placing enormous pressure on the camp facilities. The majority of incoming refugees were largely young, single men and the Ethiopian Government had a welcoming approach to this cohort, who was free to move around the country and attend university. Also among this population were a large number of unaccompanied children, and capacity to provide child protection was extremely limited. In particular, the plight of the unaccompanied minors living in the camps and human smuggling of Eritrean refugees through Ethiopia remained of great concern.



Before, May 2012: NRC erected tents for newcoming refugees in the Adi Harush camp in Tigray region. Photo: NRC/Peter Cawley

NRC opened offices in Shire in January and in Mai-Tsebri camp in March 2012, and took on the role as shelter sector lead. In Adi-Harush camp, there was an urgent lack of shelter. NRC adopted a community-construction approach and trained more than 500 refugees in making blocks, trusses, doors and windows. This provided meaningful work, skills

development and income opportunities for the refugee population. Within a few months, the refugees had constructed 500 homes housing 2,164 people, mostly single youth and vulnerable families.

NRC established two Youth Education Pack (YEP) centres for 550 youths in Mai Aini and Adi-Harush camps, providing training in metal work, tailoring,

cooking, electronics and construction. NRC integrated its Shelter and YEP programmes by providing the students who had specialized in masonry to continue their on-the-job training with the shelter teams. 70% of the YEP students were from the refugee community, while 30% were local youth. The YEP programme became very attractive, and to avoid potential tensions, the student selection criteria were clearly defined to all. In support of the project, a steering committee was set up including ARRA, UNHCR, the Refugee Central Committee and local education officers. A beneficiary selection committee was also formed, bringing together representatives from the Refugee Youth Group, Women's



Adan Mohamed Ibrahim (17 years) was one of the refugees with disabilities who gained access to education in NRC's youth centres in Dolo Ado. Photo: NRC/Muhumed Hussein



After December 2012, NRC had replaced the tents with 500 permanent homes for Eritrean refugees. Photo: NRC/Peter Cawley

Associations, Association of People with Disabilities and NRC. The two committees agreed on selection criteria that were shared with the broader community through awareness raising meetings and by providing written information in the local language Tigrinya.

Benishangul-Gumuz region

NRC further expanded its response by starting a programme in Assosa, in the Benishangul-Gumuz Regional State bordering Sudan and South Sudan. Assosa hosted an old caseload of approximately 4,000 refugees who entered the country before the outbreak of fighting in late 2011 in South Kordofan and Blue Nile States. Roughly 20,000 new refugees arrived between June and December 2011, with another 15,000 in 2012, bringing the total population to 38,555 and exhausting the capacity in the three camps. About 68% of the refugees were children and youth. A new camp was opened in Bambasi, where NRC provided transitional shelters to 7,500 refugees.

The way forward

At the end of 2012, NRC had 100 national and 7 international employees in Ethiopia. NRC will continue to strengthen its cooperation with the Government refugee administration, regional government sectors, UNHCR, and most importantly with the refugees and host communities. NRC will use its trusted position to further expand its activities in 2013.

SHELTER SUPPORT

Aisha Albasher fled from Sudan with her two children to Bambasi camp, where she gave birth to a third child. Aisha is hunchbacked and is struggling to get by on her own, as her husband is not around. Before NRC implemented the shelter programme, the family lived in a tent. Now they have moved into the transitional shelter provided by NRC. "This is much more comfortable. The tent got very hot during the day, but this house is cooler which is good for the children. I feel more secure during the night when I have a door to lock," Aisha said.



Photo: NRC/Hosana Adisu

MORE PEOPLE DISPLACED

In 2012, 26,000 people came to Kenya, fleeing from South Sudan and Somalia. With new conflict hot spots and internal displacement, NRC stepped up its response in new areas.



Women are in majority when picking up their bi-weekly food supplies at NRC's distribution point in Dadaab. Photo: NRC/Astrid Sehl

Kenya ranks as one of the most generous refugee-hosting countries in the world. Since the civil war began in Somalia more than 20 years ago, around half a million Somalis have sought refuge in Kenya. In the world's largest refugee complex in Dadaab, there were still 447,500 registered refugees in December 2012.

Dadaab

NRC supported nearly 289,000 refugees in the sectors of Food, Shelter, Education and livelihoods opportunities, and Water, Sanitation

and Health (WASH). In March, NRC took over the General Food Distribution to 73,000 refugees. The food included cereals, pulses, vegetable oil, salt and green grams, and the occasional supply of soap,

empty sacks and jerry cans. In order to facilitate a smooth distribution process, NRC worked hand in hand with the Food Advisory Committee that consisted of elected refugee representatives and acted as a bridge between the community

and the implementing organisations. NRC continued the food and non-food cargo handling and clearing

**NRC supported
317,481 people in
Kenya in 2012***

service of the warehouses in all the camps in partnership with World Food Programme. Each month, NRC's refugee and host community workers handled more than 20,000 metric tons of food reaching all the refugees in Dadaab.

In April, NRC took over the full implementation of WASH activities in Hagadera camp and its outskirts. NRC was responsible for supplying water to over 140,000 refugees, including the maintenance and improvement of the water supply system. NRC piloted the use of green energy to replace the system that used diesel to pump water. A hybrid power project based on wind and solar energy was piloted in one borehole, aiming at reducing 4,800 litres of fuel each month. NRC was also responsible for the construction of latrines and management of all hygiene promotion and sanitation activities in the camp. NRC advocated for increasing female representation in the Central WASH committee, to ensure that the particular needs of women and children were addressed appropriately.

NRC constructed classrooms and spearheaded an assessment that highlighted the situation for the estimated 165,000 out-of-school children and youth in Dadaab. Through NRC's five Youth Education Centres (YEP), 727 students aged 15 to 24 received basic academic and vocational skills training. Graduates were supported to create cooperatives and were provided with tools for setting up small businesses, such as tailoring and mechanic repair shops. The businesses are located inside the camps, as refugees in Kenya are not allowed to work outside camps without special permission. 121 youth from the host community also received training in the joint refugee/host community YEP centre in Dadaab town. NRC trained teachers from the host and refugee communities. Nearly 1,000 former graduates attended follow up training, aiming at boosting



NRC and partners organised the marking of World Water Day in Dadaab 22 March 2012. Photo: NRC/Astrid Sehl

their income generating opportunities. Some of the graduates secured maintenance and repairs contracts in the YEP centres, and made uniforms for new learners.

As many as 160,000 refugees, most of whom arrived as a result of the famine and conflict in Somalia in 2011, still lacked the protection of an adequate roof over their heads. In 2012, the shelter strategy was adapted to take advantage of ISSB (Interlocking Stabilised Soil Bricks) technology to provide improved shelters. However, with refugee returns becoming more actual, from August onwards, tents and transitional shelters were seen as a more viable option. NRC distributed and coordinated the pitching of more than 3000 UNHCR tents for refugees in 2012.

Gender-based violence continued to be a concern and the overall security situation further deteriorated in 2012. The insecurity in and around the camps led to restricted movement of humanitarian staff, thus impacting on the capacity to efficiently deliver and monitor assistance. Not only was security a concern for humanitarian staff, but refugees themselves were increasingly at risk and many saw this as a reason to start planning for a return to Somalia.



Young refugee men received training and support to start small cooperative businesses in the camps in Dadaab. Photo: NRC/Astrid Sehl

In March, NRC experienced a tragic loss when one of its incentive staff, a 21 year old Somali refugee, was shot and killed in a street shop. Aid workers were also targets for attack. In June 2012, a convoy of three NRC vehicles was attacked by gunmen in Ifo II camp. One of NRC's drivers was killed, while four staff were shot and injured, and four were kidnapped but successfully rescued after three days. Whilst temporarily suspending its non-life saving activities, NRC continued its food and water operation and later revised its working modalities in the camps, aiming at reducing threats and risk for staff and beneficiaries alike. Increased dialogue and cooperation with both the refugee and host communities were and remained a crucial part of this work. NRC gave labour opportunities to 535 refugees, such as loading of food supplies, construction work and other casual work. Members of the host community also benefited from the opportunity.

Kakuma

In the refugee camp complex in Kakuma in North Western Kenya, the population exceeded 108,000 refugees and

completely exhausted the camps' capacity. The camp was originally opened in 1992 to host 16,000 children and youth fleeing war in Sudan; 20 years later new refugees are still coming from the same area. More than 8,200 people sought safety in Kakuma in 2012, fleeing conflict between South Sudan and Sudan. The refugee demographic was unique in that it comprised 15 different nationalities, though more than half of the refugees are Somalis. Despite the congested living conditions and the scrambling for limited resources, the refugees live relatively peacefully together as well as with the host community which is amongst the poorest populations in Kenya.

NRC started its work in March, and quickly gained respect among the local communities through its swift action to provide latrines. By the end of the year NRC had provided 1,030 latrines, 200 sanitation kits and conducted 12 hygiene promotion campaigns targeting 32,000 refugees. NRC conducted a Knowledge, Attitude



Refugees in the camps in Kakuma took active part in the construction of homes and schools. Photo: NRC/Astrid Sehl

and Practice (KAP) survey on sanitation and hygiene related issues that will direct NRC and other agencies in implementing WASH activities in 2013. The findings showed that over 1,000 families lacked household latrines and the gap continued to increase as new refugees kept arriving at the camp. In response to these challenges NRC advocated for the construction of longer lasting pit latrines to cut on the frequent reconstruction.

Many children and young refugees in Kakuma are deprived of education, due to lack of schools, training materials and qualified teachers. With funding from UNHCR, NRC became a partner in a programme that was expected to increase enrolment of pupils by 60% and reduce the ratio of children per classroom from 99 to 65, through the construction of more classrooms, provision of school supplies and teacher recruitment. NRC began the construction of 24 class rooms and child and disability friendly washrooms, and aimed to initiate literacy, numeracy and life skills training for youth in 2013.

Nakuru County

During 2012, resource-based conflicts and violent clashes in several parts of Kenya claimed the lives of more than 450 people, including women and children. Nearly 112,000 people were displaced for shorter or longer periods. In addition, a significant number of Kenyans (some claim as many as 300,000) remained displaced from the 2007-08 post election violence (PEV) which erupted around political issues, tribal conflicts and land disputes and left some 650,000 displaced at the time (Source: UNHCR).

NRC continued its work in the Rift Valley, providing homes for another 7,665 persons in 2012. The project was part of the government's



Conflict affected communities in Nakuru County were brought together through NRC's Peace and reconciliation project. Photo: NRC

resettlement programme for the people displaced by the post election violence, funded by the African Development Bank. It included peace and reconciliation activities where NRC brought people together from different tribes, age and gender to discuss issues and find common ground to prevent new violence. In Nakuru County, a perceived hot spot, NRC took on the role of Humanitarian Hub focal point to support the coordination of emergency preparedness and contingency planning in the run up to the March 2013 elections. NRC supported trainings and workshops, and worked in close collaboration with displaced communities, local authorities, UN OCHA and local and international organisations.

The way forward

In 2012, NRC had 180 national and 10 international employees in Kenya. At the end of the year, NRC was preparing for emergency response in the Rift Valley in case of displacement in connection with the national elections of March 2013. NRC planned to develop its programme in Kakuma with focus on inclusion of the host community, and to further restructure and strengthen its programmes in Dadaab.



Displaced women in Yemen are some of the most marginalized people in the world. Photo: UNICEF/Truls Brekke

YEMEN

EMERGENCY RESPONSE TO IDPs

More than 430,000 internally displaced persons (IDPs) in Yemen were living in a critical situation. NRC opened a new country programme to provide emergency response to newly displaced, and support those who could return home.

Yemen's population of 25 million is faced with a number of massive challenges. A cycle of poverty and violence has led to large-scale humanitarian needs that are growing at an alarming rate. In 2012, almost 40% of the population was food insecure and nearly 60% of the children were malnourished. Following the political upheaval of 2011, a milestone was reached when a National

Unity Government was elected in February 2012.

This transitional government succeeded in improving the security situation and is preparing the country for general elections in 2014. However, armed conflicts continued both in the North and in the South, with 174 children reported killed by the conflict in 2012, including 49 killed by landmines. Yemen faces major challenges with

***NRC supported
33,347 refugees in
Yemen in 2012****

a high number of refugees, internally displaced persons (IDPs) and mixed migration. Despite the internal conflict, poverty and dwindling resources, Yemen remains one of the most generous refugee hosting countries with over 270,000 refugees. Yemen remains one of the most important transit countries for East African migrants heading for Saudi Arabia. In 2012, an all-time high of 107,500 vulnerable migrants arrived on its shores, the majority coming from Ethiopia. 98 people were reported dead at sea. The human trafficking networks grew stronger as the number of migrants increased, and many people who arrived in Yemen were at risk of detention, physical and sexual abuse.

'Humanitarian access' continued to be a serious challenge in 2012. People in need did not receive the necessary attention and response, due to aid organisations' lack of physically secure access to conflict areas, limited funding and response capacity, lack of registration and documentation for IDPs, and weak government structures. Lack of access to

land and property rights remain drivers of conflict and hurdles for return, but there was little political attention and policy development in this area.

Aden, Abyan and Lahj Governorates

In January 2012, NRC signed a principal agreement with the Government of Yemen to open a country programme. With its ongoing programmes in Ethiopia, Somalia and Kenya, NRC was in a strategically strong position to broaden its regional outreach to assist even more displaced people. Following preparation efforts including the opening of an office in the capital Sana'a, NRC started implementing projects in May 2012 through a local partner The Charitable Society for Social Welfare (CSSW). The first intervention was the distribution of 2,000 emergency supply packs to internally displaced persons in Aden and Lahj Governorates. They had been amongst the 100,000 who fled the fighting between Government security forces and alleged Jihadist militants in June 2011. While most IDPs had sought refuge with host families,



When conflict broke out in Abyan, this family had nowhere to go but to a school in Aden that quickly became filled with displaced people. In June 2012, NRC's Secretary General Elisabeth Rasmusson oversaw the distribution of emergency supplies in the area. Photo: NRC/Astrid Sehl



Armed conflict destroyed large parts of Zinjiber city in Abyan. Photo: UNHCR/Amira Al-Sharif

more than 80 schools were occupied in Aden alone, which in turn caused problems for the local children's access to education.

Following the re-establishment of government authority in Abyan in July, many IDPs started to return despite the risk of landmines, destroyed homes and lack of fully functioning social services and security. By the end of the year, around 100,000 people had returned. NRC provided 2,140 emergency supply kits and prepared for further response in 2013 to contribute to sustainable returns.

NRC was an active member of the relevant clusters and INGO forum, with particular engagement in the cluster responsible for the coordination of Shelter, NFI and Camp Coordination and Camp Management activities.

Hajja Governorate

In the north, the six year long conflict between the Al-Houthi movement and the Government had resulted in the displacement of more than 300,000 people. Most of the IDPs were living in around 600 informal settlements, ranging from rudimentary makeshift shelters, to former camps where some services remained. The settlements ranged in size from several hundred to just a handful of people. The large number of settlements dispersed across a vast area, some even inaccessible by road, posed severe logistical and access constraints, particularly with regards to insecurity and restrictions on road travel.

NRC initiated humanitarian programmes in Harradh in Hajja Governorate, where IDPs who had fled conflict in the neighbouring Governorates of Sa'ada and Al Jawaf had sought refuge. In the last quarter of 2012, NRC constructed nearly 450 transitional shelters for IDPs. To complement the shelter



2,000 family emergency kits were distributed to displaced people in Aden. Photo: NRC/Astrid Sehl

assistance, NRC provided domestic latrines, sanitation and hygiene promotion activities. NRC also distributed 1,900 emergency supply kits to IDPs and vulnerable host community members.

The way forward

At the end of 2012, NRC had four international and 11 national staff in Yemen, with an additional 20 recruitments in the pipeline. Moving into 2013, NRC sought to expand its programme in support of the Yemen Humanitarian Response Plan, focusing on Education, Shelter, and Water, Sanitation and Hygiene. NRC also planned to implement a cash and voucher Food Security project aiming at activating the local markets and supporting displaced people to be better able to obtain the commodities they need the most. Securing humanitarian funding remains a challenge in Yemen; at the end of 2012, the Humanitarian Response Plan was only funded at 57 per cent.

EMERGENCY SUPPORT

Talha Awadh Salem Al-Ahmdy is a former teacher in her 50s. In the spring of 2012, she woke up to her house in Abyan being bombed by an armed militia. Together with nine members of her family, she managed to flee to Aden where they all could stay with friends. However, after several weeks the situation was not sustainable and they scrambled some money to rent a flat for USD170 per month. As a single woman, Talha was selected to benefit from NRC's distribution programme in Aden, where vulnerable internally displaced persons received mattresses, blankets, cooking equipment and other necessary relief items.



Photo: NRC/Astrid Sehl

Building homes and friendships



Refugees and member of the host community are working side by side in NRC's prefabrication workshop producing shelters for tens of thousands of refugees. Photo: NRC/Karoline Røsholm

Ethiopia: Living next to the world's second largest refugee camp has given Hassam Hussein Ali labour opportunities, and he can now provide for his wife and five children through his work for NRC.

The sounds of hammering, electric saw and Somali song fills the air in Kobe refugee camp in Dolo Ado, Ethiopia, a few kilometres from the Somali border. The energy is high in NRC's prefabrication workshop. Side by side with the refugees, Hassam Hussein Ali and others from the local community are assembling doors and windows, nailing trusses, cutting logs, and splitting bamboo. They are equally involved in the whole process, from production of the different shelter parts to assembling the shelters themselves.

NRC is a leading shelter organisation in the Dolo Ado refugee complex, where the population has swelled to more than 180,000. NRC hires refugees and locals alike to support the construction of shelters, and reached over 41,000 refugees with emergency shelters and 18,630 refugees with transitional shelters during 2012. This cooperation helps reduce potential tension between the two communities and has created new friendships. The practical skills training will be useful beyond the work in the camps, including for the refugees who may return to Somalia and will need to re-establish their livelihoods.

"It's great that NRC is creating jobs for us locals. We also need to provide

for our families and the drought has also affected our community," said Mahad Hassan, a local man who has made doors and windows for NRC for more than a year.

The community in Dolo Ado was hit hard by the 2011 drought, throwing many families into poverty. People from this area are mainly pastoralists, who rely on their livestock to survive. The drought resulted in massive loss of livestock and many are still struggling to make ends meet. Consequently, NRC is providing shelter and livelihood assistance to the most vulnerable members of the host community. The shelters are produced from local materials, which support the local economy.

Fighting for Education

Somalia: Once a refugee in Canada, Mama Hawa returned to one of the world's most dangerous places to take action on children's right to education.

This fearless woman, who some even had labelled a “witch” for addressing culturally sensitive issues, was the remarkable winner of the 2012 Nansen Refugee Award. The award was presented by UNHCR in collaboration with NRC on 1 October 2012. Hawa Aden Mohamed, widely known as ‘Mama Hawa’, is a 65-year-old former refugee and humanitarian, educator and women’s rights advocate. She was recognised for her work as founder and director of the Galkayo Education Centre for Peace and Development. Under extremely difficult conditions in Somalia’s Puntland region, she has initiated education and livelihoods activities for thousands of girls and boys who have been displaced due to violence and armed conflict. The centre provides education and life skills training so that young people can become financially empowered, shape their own futures and play a more active role in society. The centre also provides counselling for girls who underwent female genital mutilation and survivors of sexual violence.

“Without education, you are unaware of so many things. You do not exist much – physically yes, but mentally and emotionally, you do not exist,” Mama Hawa said upon receiving the award.

Growing up in Somalia in the 1950s, she was allowed to go to school by her father – a decision that shaped her own life and thousands more. Since her centre opened in 1999, the



Mama Hawa received the 2012 Nansen Refugee Award for promoting education for displaced Somali children and youth. Here, she speaks with Hawa Yusuf Ahmed (right) who teaches awareness issues at the Galkayo Peace and Education Centre. Photo: Clar Ni Chonghaile

number of girls receiving education in the Mudug district has risen from 7 to 40 per cent, the highest in the country.

“Mama Hawa really is a grassroots woman, she reaches all sectors, all clans of the community. She is the reason why we can be hopeful for the future of Somalia,” said UN High Commissioner for Refugees, António Guterres.

“Mama Hawa has brought new hope to thousands of Somalis who have been affected by violence or forced to flee their homes in war-torn Somalia. Her impressive work for Somali youth is a great investment in the country’s future,” said NRC’s Secretary General Elisabeth Rasmusson.

Established in 1954, the Nansen Refugee Award is given annually to individuals or an organisation for outstanding work on behalf of the forcibly displaced. The award is named after Fridtjof Nansen, a Norwegian diplomat, scientist, polar explorer and humanitarian who served as the first High Commissioner for Refugees for the League of Nations and won the 1922 Nobel Peace Prize. The award consists of a commemorative medal and a US\$100,000 monetary prize donated by the governments of Norway and Switzerland to support a project of the laureate’s choice to benefit displaced people.

Pastoralist forced to flee



Yussuf, a Somali agro-pastoralist, had no choice but to take his family to a refugee camp in Kenya when their traditional livelihoods were destroyed due to drought. Photo: NRC/Georgina Goodwin/Felix Feature

Kenya: Yussuf had always been self-sufficient in Somalia, but when his animals started dying he had to take his family to a refugee camp to save their lives.

Yussuf is one of about 450,000 Somalis who have sought refuge in the Dadaab refugee camp in northern Kenya. Yussuf had been a pastoralist and seasonal farmer his whole life, but in 2011 he experienced the worst drought in man's memory.

"During previous droughts, we could live off livestock or even sell some animals to survive. Now all the livestock was dying, even donkeys," he said to the team from NRC's head office in Oslo, Norway, who visited Dadaab to do further research on climate related displacement.

Some question the concept of 'displacement' in a pastoralist

context. But for Somali pastoralists, moving around has always been the way of life. However, the 2011 drought was so serious that the usual coping mechanisms no longer worked.

"I was forced to leave by the circumstances. It was not like previous droughts when we could still go to the traditional areas of pasture and let the animals graze," Yussuf explained.

Yussuf has now been forced to settle in the refugee camp, where the refugees have restricted freedom of movement and are not allowed to work outside of the camps, and hence depend on assistance from humanitarian organisations.

"It is better here than in Somalia. But we solely depend on food rations. I would have preferred to have livestock and a small farm, or trade in animals, since this is what I am used to. During the dry season, we move with our livestock in search of water and pasture. We also trade our livestock. During the rainy season, we plant on our farms," Yussuf said, and added that agro-pastoralists need support to develop livelihood diversification in order to be sustainable in the future.

In 2012, NRC provided humanitarian assistance to more than 288,700* refugees in Dadaab in the sectors of shelter, education, WASH and food distribution.

New homes for rural families

Kenya: Seti Koech and her children lost everything they had when election related violence forced more than half a million Kenyans out of their homes.

Fighting and violence over political, tribal and land related issues following the December 2007 election set Kenya on fire. Many initiatives have since been launched to prevent a similar crisis from happening again. One of the remaining challenges is to find permanent housing solutions to the estimated tens of thousands of families who are still displaced.

“Our house was completely vandalized by members of an opposing tribe. Luckily we could stay with relatives in the city, but over time that became difficult. I am very grateful that I have a new home for my family from NRC,” said mother-of-three, Seti Koech.

She lives with her husband and children in a house constructed in Molo, Nakuru County, by NRC's field team that has provided homes for some 18,000 people. Her husband is a manual labourer, and Seti gets a small income from picking tea and growing maize. Even the children are supporting the household by collection firewood.

NRC has worked in Nakuru County since the beginning of 2011, implementing a shelter project that is part of Kenya government's resettlement programme for people displaced by post election violence. The 'Restoration of Farm Infrastructure and Rural Livelihoods Project' is funded by the African Development Bank. The project includes a Peace and Reconciliation component where NRC brings people together from



Seti Koech and her children Sharon (10), Amos (5) and Emanuel (3) were displaced after the 2007 election and have a new home constructed by NRC. Photo: NRC/Astrid Sehl

different tribes and age groups for dialogue and conflict prevention.

During 2012, 116,000 people were displaced due to isolated incidents of resource-based conflicts across Kenya. There is a risk that the next general election

in March 2013 may lead to further violence and displacement. NRC is the focal point of the Humanitarian Coordination Hub in Nakuru and is strategically positioned to respond to any election related displacement.

NRC CORE COMPETENCIES

NRC specializes its efforts within five key sectors to ensure that it can deliver high-quality assistance to displaced people worldwide.

NRC provides humanitarian assistance, protection and durable solutions to internally displaced persons, refugees and returnees in more than 20 countries worldwide. All efforts are guided by its vision “Rights respected, people protected” and grounded in the Humanitarian Principles of Humanity, Neutrality, Independence and Impartiality. Hand in hand with field-based advocacy, the USD 200 million programme activities represent the heart of NRC. NRC aims to integrate the following crosscutting issues in all its programmes: Protection; Age, Gender and Diversity; and Environment. NRC’s employees are committed to living the core organisational values of being Dedicated, Inclusive, Innovative, and Accountable. Risk management is an integral part of all NRC operations in order to ensure the safety and security of displaced and vulnerable persons, as well as that of the 3,500 employees.

Shelter

With the active participation of beneficiaries and host community, NRC constructs varied shelter models dependent on the displaced people’s needs, access to land, and available

resources. NRC aims at using locally available and environmentally friendly material, like bamboo in Ethiopia. In an emergency response setting, tents are often the quickest solution. The ultimate goal is however to provide permanent structures or rehabilitate original homes, to achieve durable solutions for displaced people. NRC provides various temporary or transitional solutions including shelters made from corrugated iron sheets in between emergency and durable solutions. Shelter protects people from harsh weather conditions, wild animals as well as violence, as displaced people are often at risk of criminal activities like rape and robbery. NRC also builds and rehabilitates schools and related infrastructure.

Water, Sanitation and Hygiene

After piloting projects in the Horn of Africa, NRC adopted Water, Sanitation and Hygiene (WASH) as a new separate core competency in 2012. The programme includes the construction of latrines and water sources such as boreholes and animal troughs, and extends to supporting these constructions with hygiene promotion

NRC world wide

- ▶ NRC was founded in 1946 to assist refugees in Europe after World War II
- ▶ Today, NRC is Norway’s largest independent international non-governmental organisation (NGO)
- ▶ NRC has 3500 employees in 23 countries world wide
- ▶ NRC provides humanitarian assistance, protection and durable solutions to internally displaced persons, refugees, returnees and host communities
- ▶ NRC runs one of the world’s largest emergency standby rosters, NORCAP, with 850 professionals ready to be deployed on 72 hours’ notice
- ▶ The NRC Internal Monitoring Displacement Centre (IDMC) in Geneva was established in 1998 and is today a world leading authority on monitoring the global IDP situation.

campaigns. Often, and in order to provide a more holistic assistance package, WASH activities are implemented hand in hand with shelter activities, such as the combined shelter and WASH project in Yemen. Through WASH programming, NRC aims to promote displaced people's health and wellbeing, and prevent outbreak of diseases like diarrhoea and cholera.

Education

All children have the right to education. Children who have been forced to flee their homes are no exception. Moreover, providing education opportunities for crisis-affected children entails more than providing them with academic skills: education provides protection through a safe learning environment, improves nutrition through school feeding, and gives young people hope for a better future. NRC promotes tailor-made education models for children and youth whose education has been disrupted by displacement. "Catch-up" classes allow children and young people to complete basic education in half the time, and enable students to successfully transfer to formal school systems. Young people often fall between the cracks in humanitarian response. NRC's Youth Education Pack (YEP) offers young people training in literacy, numeracy, and vocational skills, and small-scale business support to help them become self-reliant.

Food Security

From distributing packed lunches made in Norway to war-affected people in Europe in 1946, aid assistance in the food sector has come a long way. In the Horn of Africa, NRC is gradually shifting its methodology from food distribution to cash and voucher based programming, supported by livelihoods activities to secure sustainability with a particular focus on urban environment. In 2012, NRC remained a big actor in 'general food distribution', with large programmes targeting 75,000 IDPs in Somalia and 75,000 refugees in Dadaab where NRC worked closely with its donor and partner WFP.

Information, Counselling and Legal Assistance (ICLA)

Lack of access to land and property is both a driver of displacement and obstruction to durable solutions. NRC assists internally displaced persons, refugees and returnees with ICLA programmes, designed to provide advice on housing, land and property rights and legal identity. In 2012, NRC started ICLA programming in Somaliland and Puntland, focusing on securing access to land for long-term internally displaced persons.

SHELTER SUPPORT

Fatima was born as the civil war and famine erupted in Somalia in 1991. Her life has been marked by violence and drought. "I gave birth three times. I don't know what happened. They were born dead," she told NRC. The fourth child was born during the drought in 2009. The small agro-pastoralist family lost their livestock and the farmland lay barren. Fatima's husband went to make some money elsewhere, and then disappeared. Three years later, someone suggested that her husband may be in the refugee camps in Dadaab, Kenya. In early 2012 Fatima took her baby and made the long journey through the bush. But her husband was not to be found in any of the camps. As the camps were full, Fatima and her baby had to stay in the outskirts and live in fear of wild animals and rapists. She does her best to take care of her baby through the cold windy nights and hot and dusty days, not knowing what the future will bring. NRC supported 288,700 refugees in Dadaab in 2012 in the sectors of Shelter, Food Security, WASH and Education.



Photo: NRC/Georgina Goodwin/Felix Features



NRC's Monitoring and Evaluation team tested a pilot project using innovative mobile technology in Molo, Kenya. Photo: NRC

MONITORING AND EVALUATION

STRENGTHENED CONTROL SYSTEMS

Measuring the actual impact of humanitarian assistance is a challenge for organisations working in conflict areas. NRC's regional programme explored the use of smart phones to enhance accountability towards its target populations in 2012.

NRC implemented more than 80 projects in 2012. After completion of each project, NRC continued to monitor that these efforts were benefitting the displaced people as intended. The remote nature of many field locations in the Horn of Africa, and intermittent insecurity, underscored the need for NRC to have robust and flexible monitoring and evaluation systems to ensure that the assistance could continue uninterrupted. Feedback information about how a project was progressing and how it was experienced by stakeholders was utilised, and allowed project staff

and senior managers to make necessary strategic changes, identify best practices and ensure that NRC's limited resources had the maximum impact.

NRC launched a new Monitoring and Evaluation Framework for its Horn of Africa programmes at the start of 2012. This framework standardized a number of approaches to monitoring and evaluation across the region, including a checklist of minimum measures to be undertaken, and clarification of the roles and responsibilities of staff and stakeholders.

Modern technology

In the past, NRC's staff monitored their efforts by going to the field equipped with pen and paper, followed by time-consuming data entry and paper work. During 2012, NRC piloted the use of questionnaires rendered on smart phones, in order to replace paper forms used for undertaking assessments, registering beneficiaries or conducting post implementation follow ups. The responses were instantly sent to a cloud-based web server where the data was accessible to anyone with a login and password. By the end of the year, NRC had collected more than 20,000 records in nine field locations with the participation of approximately 180 staff. The pilot of this technology in the Horn of Africa was regarded as such a success that NRC decided to explore its expansion to other programmes around the world. The key advantages were:

- **Efficiency:** Rather than waiting days or weeks for data entry, data was available to managers in real time at considerable cost savings.
- **User-friendly:** The data collected has the potential to be transformed into a limitless number

of information products.

- **Transparency:** Monitoring and evaluation data collection initiatives were often designed and implemented by field staff in relative isolation. The use of a cloud-based web application for managing these initiatives meant that senior managers, advisors and others can follow progress from afar and offer support and advice.
- **Accountability:** NRC implemented programmes in many areas with inconsistent and difficult access. Donors and others were often unable to visit project outputs as they do in other contexts. The creation of survey data and geo-referenced photos accessible in real time allows NRC to do virtual tours of outputs for donors, headquarter staff and other stakeholders.

Complaints mechanism

Accountability to the displaced people is an important priority for NRC in the Horn and globally. NRC has made a global commitment to having a complaints mechanisms in place in all offices and for all projects. These mechanisms have formalized a way for

beneficiaries and other stakeholders to contact NRC and provide important feedback on its work. NRC's Monitoring and Evaluation Department produced a regional guidance document on Complaints Response Feedback Mechanisms (CRFM) to be implemented in 2013. "We must constantly strive to understand the needs and priorities of our beneficiaries and their experiences. Feedback mechanisms are an important way to ensure that stakeholders, and particularly the very vulnerable beneficiaries, have systematic access to NRC and can provide feedback on our programmes. We have made the roll-out of such mechanisms across the Horn of Africa a priority for 2013," said Hassan Khaire, Regional Director.



NRC's Monitoring and Evaluation officer in Puntland, Somalia, collecting information from women who received shelter and livelihoods support. Photo: NRC

NRC AND PARTNERS

NRC's most important partners are the displaced people themselves. In order to best meet their needs, NRC works in close cooperation with relevant stakeholders at local, national and international levels.

Refugees and Internally Displaced Persons

The target groups for NRC's assistance and protection are involved in all stages of a project, from assessment, through implementation, to monitoring and evaluation. In the Horn of Africa, NRC engaged more than 1,000 displaced people as incentive workers in 2012. NRC also facilitated the selection of refugee/IDP representatives in displacement settings.

Host Governments

NRC holds host government agreements with the four countries in the Horn and Yemen. NRC supports line ministries with capacity building and has close dialogue with local authorities. NRC deployed two mediation experts from its global standby team to the Governments of Yemen and Kenya, to support their political reconciliation processes.

Local communities

NRC implements most projects directly through its own staff, and also collaborates closely with local community-based organisations. Host community members are also an integral part of NRC's work. In order to promote a peaceful coexistence between the host and refugee/communities, labour opportunities are provided for the host population and usually between 10 and 30 per cent of the response activities target vulnerable people in the host communities.

African Union

Through the NORCAP secondment roster, NRC deployed three experts to the AU Commission, who also collaborated closely with NRC's Internal Displacement Monitoring Centre (IDMC) in Geneva on the implementation of the Kampala Convention. The NRC regional programme initiated discussions on the signing of a Memorandum of Understanding (MOU) that will be formalized in early 2013. Its objective is to improve response to humanitarian and displacement crises in Africa.

Humanitarian partners and the United Nations (UN)

NRC is actively engaged in UN-led fora in the Horn and Yemen. NRC is a member of the Humanitarian Country Team in Somalia, and engages actively in clusters and working groups across relevant sectors in all four countries.

Through its specialized rosters, NRC seconds expert personnel to UN agencies and other institutions. NRC NORCAP's support to UN operations in the Horn of Africa in 2012 increased compared to previous years, with



UNHCR Representative Bruno Geddo and NRC Regional Director Hassan Khaire (right) hand over permanent homes to displaced people in Halaboqad settlement in Galkayo, Somalia. Photo: NRC/Astrid Sehl



NRC works closely with the displaced communities, local authorities and organisations. A shelter handover ceremony in Puntland, Somalia in June 2012. Photo: NRC/Astrid Sehl

a total of 52 persons seconded to Ethiopia (10), Kenya (19), Somalia (13), and Yemen (10). In addition, NRC deployed three senior gender experts (GenCap) and two senior protection experts (ProCap) in Kenya, Yemen and Somalia. NRC is co-facilitating the Assessment Capacities Project (ACAPS) and seconded two experts to Kenya. NRC is engaged in NGO consortiums and is an active member of the Cash Learning Partnership (CaLP).

Financial partners

In 2012, NRC Horn of Africa was supported by 13 donors (including projects funded by private individual contributors) who generously contributed 51.5 million USD to support the refugees and IDPs. NRC has strategic, long-term partnership agreements with many of its partners, and conducted several donor visits in the field.

A global Standby Roster

Sveinung Kiplesund was deployed by NRC NORCAP to Puntland in Somalia as a Gender-based Violence (GBV) Officer for UNICEF. Kiplesund was responsible for supporting the GBV coordination mechanism as well as setting up systems to improve the organisation's activities to prevent and respond to gender-based violence. Kiplesund has been a member of NRC's Standby Roster since 2009. Having previously worked in Yemen, this was his second mission.



Photo: UNICEF

OPERATIONAL OUTPUTS 2012

Dadaab	Items Provided	People Reached
Shelters for families	101	505
Classrooms constructed	6	-
Students enrolled in NRC-supported schools	727	727
Youth graduates trained in business management skills	960	960
Latrines constructed	4,334	46,670
Item kits for sanitation and hygiene	5,228	26,140
People reached with emergency food rations	-	73,000
People reached with water supply	-	140,714

Molo	Items Provided	People Reached
Shelters for families	1,533	7,665

Assosa	Items Provided	People Reached
Shelters for families	1,500	7,500

Shire	Items Provided	People Reached
Shelters for families	500	2,164
Classrooms constructed	12	550

Dolo Ado	Items Provided	People Reached
Shelters for families	12,811	64,055
Shelters for host community	120	600
Construction of shops and offices	25	7,500
Classrooms constructed	24	-
Students enrolled in NRC-supported schools	-	1,420

Kakuma	Items Provided	People Reached
Latrines constructed	900	12,600
Sanitation or Hygiene kits	1,700	8,500



Yemen	Items Provided	People Reached
Shelters for families	422	2,682
Latrines constructed	179	1,074
Sanitation or Hygiene kits	5,140	29,591
South Central	Items Provided	People Reached
Shelters for families	7,079	42,474
Classrooms constructed	49	-
Students enrolled in NRC-supported schools	7,915	7,915
Latrines constructed	1,262	6,610
Sanitation or Hygiene kits	36,400	173,364
People reached with emergency food rations	-	40,758
People reached with water supply	-	15,000
Somaliland	Items Provided	People Reached
Shelters for families	239	1,808
Classrooms constructed	69	-
Students enrolled in NRC-supported schools	3,840	3,840
Latrines constructed	62	660
Sanitation kits	260	2,489
People reached with emergency food rations	-	24,000
Puntland	Items Provided	People Reached
Shelters for families	960	5,990
Classrooms constructed	7	-
Students enrolled in NRC-supported schools	6,178	6,178
Latrines constructed for communities	164	4,963
Sanitation or Hygiene kits	6,797	40,851
People reached with emergency food rations	-	10,026
Total number of beneficiaries		821,543*

* Beneficiaries are registered according to the different services received; those who received assistance in more than one sector have been counted twice, e.g. shelter and education



FINANCIAL OVERVIEW

NRC's programme in the Horn of Africa has seen a significant growth over recent years. Funding to the regional operations has grown accordingly, first through the massive donor response to the 2011 famine in Somalia, then, in 2012, as a response to NRC's geographical expansion into Yemen and new areas in Kenya, Ethiopia and Somalia.

It is an important strategic objective for NRC in the Horn of Africa to maintain a sustainable level of funding and a diversified donor base. In order to achieve this, NRC must work towards understanding the context as well as funding and programming trends as seen from the donor perspective. Donors, including humanitarian donors, are often engaged in broader political processes, and this is very much the case with Somalia at this important turning point following the effective transition from the TFG to an elected government who is leading on a number of political, social and humanitarian issues. It is positive that the annual UN Consolidated Appeal Process (CAP) was changed into a three-year proposal for Somalia, which makes it easier to plan and conduct sustainable programmes.

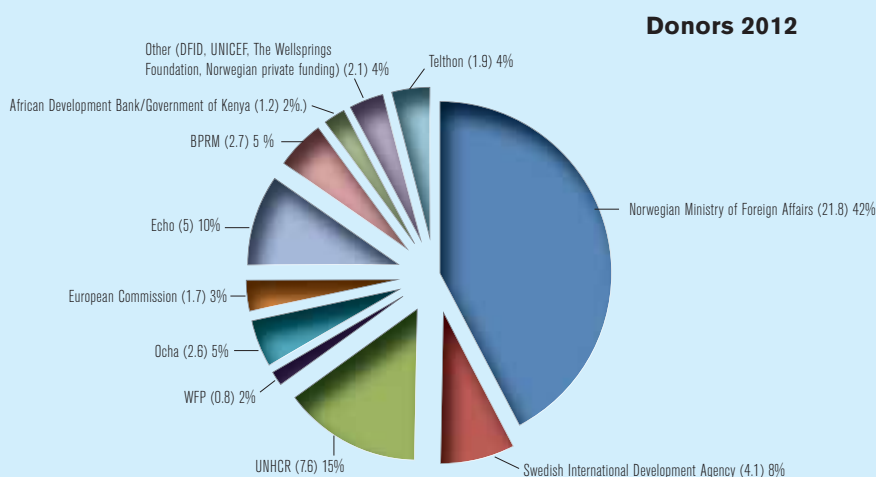
NRC has engaged with its key strategic donors and new, non-traditional donors, to support the transition from essential emergency humanitarian responses towards supporting programmes aiming to address the longer-term challenges facing the Horn of Africa's vulnerable populations. This includes resilience programming and supporting durable solutions for the hundreds of thousands of displaced. Alternative approaches to programming are also being explored, with funding towards cash or voucher-

based responses increasing from most donors.

Funding in million USD	2011	2012
Somalia	28.2	25.90
Kenya	13	13.00
Ethiopia	4.3	10.10
Yemen	-	2.50
Total	45.5	51.5

Many donors are expressing an increased preference for funding multi-agency consortia. Though this may initially pose challenges with regards to coordination, NRC believes this can also contribute to improved responses and programme quality, with agency complementarity supporting a more integrated package of assistance for IDPs and refugees. This has been very much the trend in the underfunded Education sector, but is increasingly the case in other sectors, including WASH and Shelter.

NRC currently benefits from multi-country funding frameworks with the Norwegian Ministry of Foreign Affairs (NMFA), the Swedish Development Agency (SIDA) and the UK Department for International Development (DFID), while other donors fund NRC programmes in the Horn of Africa through individual project grants.





Emanuel (3) was amongst more than 600,000 people in Kenya who were displaced in relation to the 2007-2008 post-election violence. Emanuel's family got a new house through NRC, and hope that the election in March 2013 will not result in new conflicts.

Photo: NRC/Astrid Sehl



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