CONTEXT

Somaliland is experiencing a prolonged, complex, and multi-faceted humanitarian situation characterised by climate-related droughts, communicable disease outbreaks and fragile social protection mechanisms.[1] The complex nature of the crisis continues to influence displacement patterns and constrain the availability of resources. Since the beginning of 2020, two additional shocks have contributed to a deterioration of humanitarian conditions across the country: vast swarms of desert locusts and the COVID-19 pandemic.[2] In addition, two consecutive below-average rainfall seasons impacted crop and livestock production in late 2020 and early 2021, driving a sharp increase in the food insecure population in Somaliland.[3] These compounding shocks have exacerbated humanitarian needs among vulnerable populations.

Due to the ongoing shocks, cities like Hargeisa are receiving large waves of internally displaced persons (IDPs) and other rural-urban migrants, leading to increased land prices and competition for resources.[4] Property disputes in neighbourhoods where real estate is a prized and scarce commodity are a major source of violence, evictions, and inter-communal tension along clan lines.[4] As a result, the majority of IDPs are increasingly concentrated in semi-urban areas where more vacant land was available.[5] As a consequence, these populations are likely to be left out of networked services and segregated from the rest of the city.

ASSESSMENT BACKGROUND

The AGORA assessment was launched as a pilot in Somaliland. The underlying objective of AGORA, in the specific context of Hargeisa, was to integrate the foreseen regular flux of IDPs as a key parameter when planning for durable solutions.[6] The assessment was designated to align with the increasing willingness of humanitarian actors and local authorities to target longer-term solutions and avoid repeated short-term interventions.

AGORA's main aim is to support durable solutions programming by providing aid actors with programmatic, context-specific recommendations, based on area-based assessments, drawing on participatory and inclusive tools.

By conducting a series of comprehensive, mixed-method assessments ranging from settlement mapping and delineation, key informant (KIs) interviews with community leaders and service providers, focus group discussions (FGDs) and household surveys (HH surveys) with settlement residents, AGORA can provide an analysis rooted in a local understanding of the context.

Moreover, AGORA intends to go beyond the stage of mapping, needs assessment and planning to propose a durable solutions analysis as well as programme recommendations for ACTED Camp Coordination and Camp Management (CCCM) interventions.

MAP 1: ASSESSED AREAS AND COVERAGE
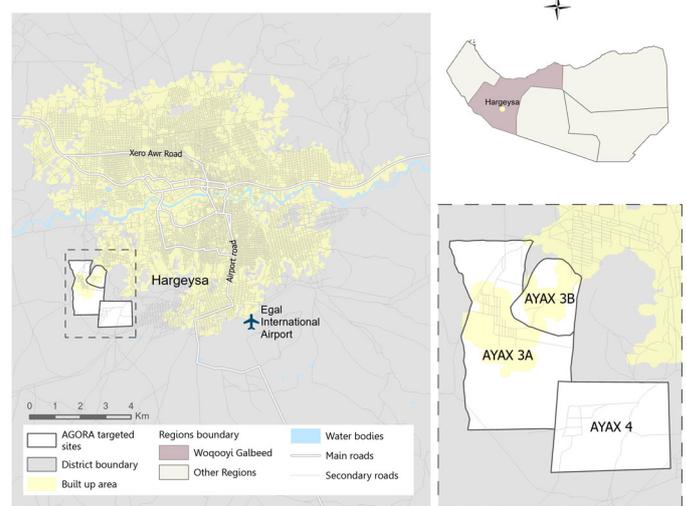
KEY FINDINGS

- **Spatial and social organisation:** Findings suggest that the settlement had good urban plan and roads, which divided the site into four neighbourhoods. All interviewed KIs reported that Ayah 4 residents were relocated from their previous location, in different neighbourhoods of Hargeisa. Findings confirmed that residents had ownership documents for the land they occupy in Ayah 4 settlement.

- **Social Cohesion:** Findings indicate that residents were supportive to one another and that Ayah 4 residents were generally well-integrated in the Hargeisa urban community. No conflict between residents and the Hargeisa urban population has been reported during the assessment. This could be explained by the fact that the settlement been established for several years.

- **Health:** Three functional health infrastructures were reportedly available at the site level. Health service providers reported needing allocation of building material and training of personnel for the service management.

- **Education:** Six functional education services were reportedly available at the site level. In addition, one non-functioning secondary school was identified.

- **Water:** Findings suggest there was only one water facility (water tap and tank), which was not functioning at the time of data collection and residents were getting water from private water trucks. KIs reported a need for rehabilitation of the water infrastructure.

- **Sanitation and Hygiene:** One waste management facility was found to be available on site. However, no sanitation facility was reportedly available.

- **Community Infrastructures:** A rented community centre[7] was found to be available on site and several other community service facilities. The settlement's roads were found to be unpaved, negatively affecting residents' ability to connect to Hargeisa city centre.

- **Markets:** Findings suggest that one functional market was present at the site level. Market retailers reported needs for financial support to improve the market's functionality.

METHODOLOGY OVERVIEW [8]

The AGORA pilot in Hargeisa was implemented to carry out an area based assessment (ABA),[9] in order to identify programmatic recommendations for further CCCM activities.

Data was collected through quantitative and qualitative methods between **26th of January to 08th of March 2022**.

The overall area-based assessment has been implemented according to a methodological sequencing:

- Phase 1: Territory mapping and understanding of settlement layout (neighbourhood delineation, facilities mapping);
- Phase 2: Needs assessment (HH surveys, FGDs) and durable solutions identification (participatory workshops);
- Phase 3: Programmatic recommendations (Relief/Recovery/Durable solution interventions prioritisation and coordination workshop).

This factsheet only presents the results of Phase 1, for Ayah 4 settlement. Separate factsheets are available for Ayah 3B and Ayah 3A.

The first stage of phase one aimed at mapping the IDP settlement, with the help of community representatives, in terms of spatial organisation and social interactions. The purpose of this preliminary understanding of the territory was to define the most coherent and relevant geographical unit for future local interventions.

The AGORA team first conducted interviews with local leaders in order to understand the spatial and social organisation of the settlement.

Following these key informant interviews (KIIs), the AGORA team organised a mapping FGD[10] with all the KIs interviewed previously. The main objective of this FGD was to map the internal and external boundaries of the settlement as well as the key infrastructures available for the community. A printed satellite imagery map of the settlement was used as a support for the discussion.

Finally, AGORA conducted structured interviews with service providers KIs within the IDP site (water sources, sanitation facilities, health structures, schools and educational facilities, markets) of previous identified facilities in the MFGD, recording their exact GPS points.

The aim of this tool was to comprehensively measure gaps in the provision of essential services, both in terms of number and level of functionality.

The limitations of the assessment include authorities understanding of the AGORA approach which has taken more time than anticipated and it is important to note that qualitative findings are not generalisable with a known level of precision and should hence be considered indicative only.

In Ayah 4, the AGORA team conducted:

7 KIIs with local leaders,
1 Mapping FGDs,
12 KIIs with service providers.

SPATIAL AND SOCIAL ORGANISATION

SETTLEMENT INFORMATION

According to the AGORA assessment, Ayah 4 had been established in May 2014. KIs reported that the government owned the land before the settlement was established. Most of the KIs of local leaders reported that residents had been forcibly relocated to the settlement from various parts of Hargeisa city without any consultation.

Some KIs mentioned that the land surrounding the settlement was flat and good for cultivation.

KIs of local leaders reported that diverse social groups were living in the settlement. The main population group was reportedly composed of Isaq sub-clan[11] members. In addition, Ethiopian refugees and displaced persons from south-central Somalia, as well as minority groups, were reported to live in Ayah 4. Despite the existence of multiple social groups, KIs commonly indicated that there was no particular group that held more power than other groups in the settlement.

KIs reported that there were no social or leisure facilities existing in the settlement. According to KIs, residents, mainly men and young persons, usually relax and share information in teashops located in the centre of the site. Finally, KIs added that most of the residents sought livelihood and employment opportunities to Hargeisa city centre.

LAND TENURE

The majority of the KIs reported that residents owned a piece of land and had documents proving their ownership. According to the KIs this documentation had been provided by the local government when relocating the population from the city to Ayah 4.

SPATIAL ORGANISATION

Participants of the mapping FGD mentioned that the roads divided the settlement into blocks, and some participants specified that the settlement was divided into four blocks.

Findings suggest that the settlement was established to well-structured layout with a good urban plan. KIs reported that the site was evenly populated, with no pockets that were more densely populated than others.

AGORA

SOCIAL COHESION

Social cohesion is one of the main indicators considered when informing solutions for displaced people living in settlements.[12] KIs commonly reported perceiving that site residents had a good relationship with Hargeisa's urban population.
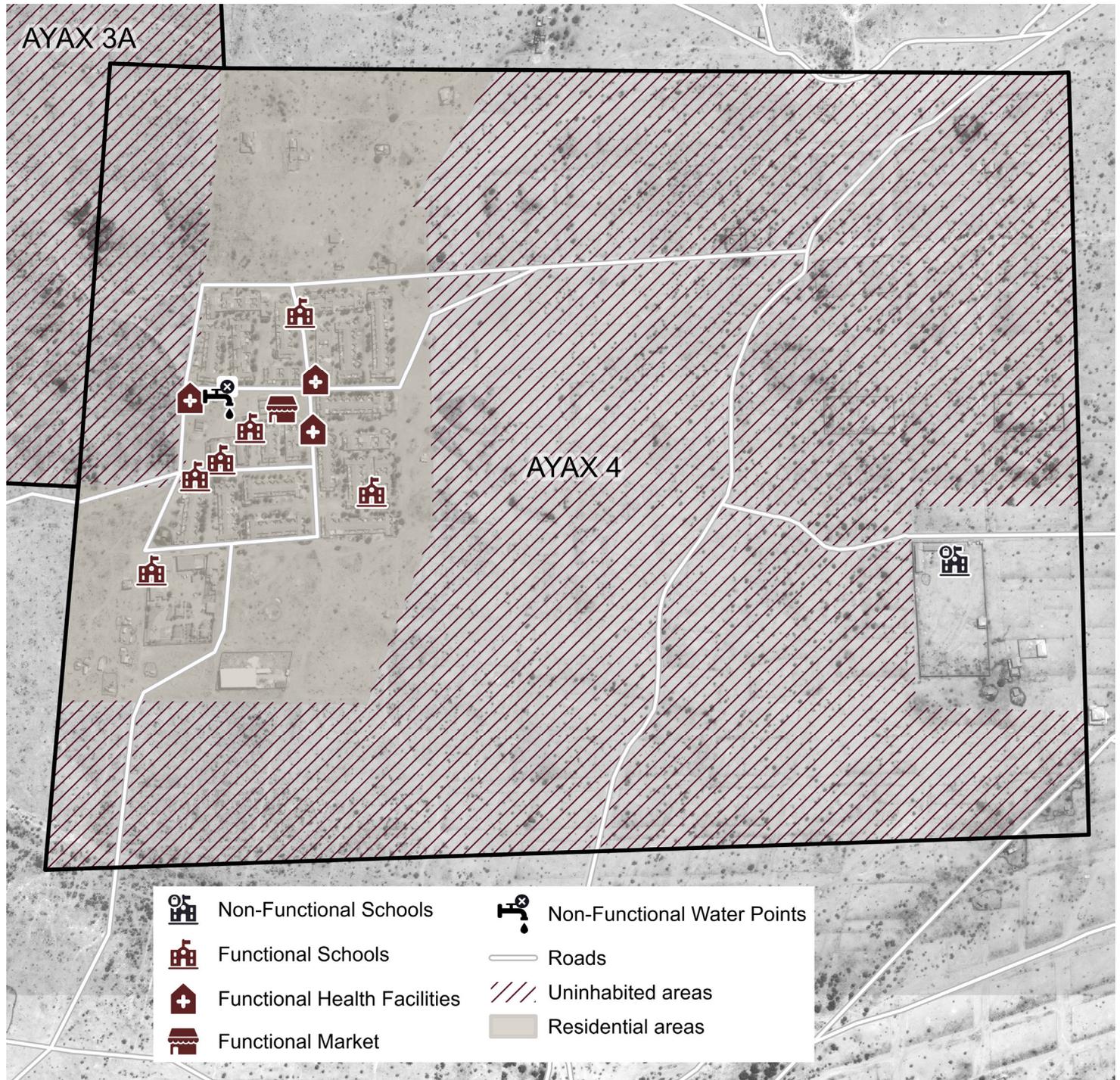
Most KIs reported perceiving that social cohesion in the settlement was strong and communities were supportive of one another.

Conflicts that arise in the settlement are reportedly handled via community mediation. In situations where disputes cannot be resolved this way, KIs reported that community members are able to report grievances to the police. Some KIs also mentioned that the formal justice courts as potential conflict management means.

Most of the KIs reported that the police was the main stakeholder mobilised to ease tensions between families in the settlement.

SERVICES AND INFRASTRUCTURES

MAP 3: BASIC SERVICES INFRASTRUCTURES AVAILABLE AT THE SITE LEVEL

Legend:
- **Non-Functional Schools**
- **Functional Schools**
- **Functional Health Facilities**
- **Functional Market**
- **Non-Functional Water Points**
- Roads
- Uninhabited areas
- Residential areas

HEALTH

Reported number and type of health facilities

First aid post	0
Pharmacy	2
District hospital	0
Mobile clinic	0
Private clinic	0
NGO clinic	0
Government run clinic	0
Maternal child health centre (MCH)	1

According to KIs, three health service facilities were available at the settlement level; one maternity child health (MCH) centre and two pharmacies. KIs reported that all three facilities were reportedly functional however one pharmacy present durable building (shelter or house made of bricks, with doors and windows) and the other pharmacy is made from an iron sheet while the MCH was working in unfinished building.

Service providers reported that qualified doctors with official medical diplomas were present in all three facilities. Two out of the three health facilities were found to be accessible to children and elders, only one pharmacy was found to be inaccessible for persons with disabilities.

KIs reported that all facilities had referral systems in place to the Hargeisa city hospitals. Additionally, only the MCH was reported to provide vaccination.

According to KIs, there had been no user conflicts related to access to the services in the site. Finally, the MCH was the only facility reported having a service management committee.

Main constraints reported by health service providers were:

Lack of materials and equipment	2 KIs
Lack of financial resources	2 KIs
Overuse and pressure on the service	2 KIs

Main support needed for the facilities reported by the health service providers were:

Rehabilitation on infrastructure	2 KIs
Direct cash provision	2 KIs
Allocation of building materials/equipment	3 KIs
Training of service management personnel	1 KIs
Training of medical staff	1 KIs
Community sensitisation on the infrastructure use	1 KIs

WATER, SANITATION AND HYGIENE

Reported number and type of water facilities

Water kiosk	0
Piped system	0
Wells	0
River/Pond	0
Water tank and tap	1
Borehole with submersible pump	0

According to interviewed service providers, only one water tank and tap facility was available at the settlement level, built by an international nongovernmental organisation (NGO). However, KI reported that facility was non-functional, because of lack of maintenance.

According to KIs residents were getting water from private water trucks.

Main support needed for the facilities reported by the water service providers were:

Infrastructure rehabilitation	1 KI

KIs reported that there were no community sanitation facilities, nor handwashing facilities, available in the settlement.

It was reported that one solid waste burning facility was available in Ayah 4. However, at the time of data collection, the facility was found to be non-functional due to a closure decided by the community. The closure had been decided upon by the community committee and was based on the fact that the facility was located in a location that was deemed unsuitable, as the facility was located in a residential area, sparking concerns about the impact of the smoke emissions on residents' health.

It was reported that waste collection was undertaken by a private company, charging three USD per month and household. KIs reported that waste collected was taken away from the settlement and dumped to outside the city a designated place by the municipality.

Furthermore, the second phase of the assessment will present constraints residents face access to water sanitation and hygiene in the settlement.

AGORA

EDUCATION

Reported number and type of education facilities

Quranic schools [13]	3
Primary schools	1
Intermediate schools	1
Secondary schools	1
Technical and vocational schools	1

According to KIs there were seven education facilities in the settlement.

Of the seven education facilities reportedly available at the site level, the secondary school was the only facility that was qualified as non-functional by the interviewed service providers. KIs reported that this situation was the result of a lack of teachers for the school.

KIs for service providers reported that (five out of seven) qualified teachers with official teaching diplomas were present in the education facilities.

Most education facilities present durable buildings (six out of seven). However, it was reported that (two out of seven) a Quranic school and the intermediate school were not accessible to persons with disabilities.

According to KIs all functional facilities were reported to be open for both girls and boys for the 2021/2022 year. No sanctions to education facilities access were reported for any of the assessed infrastructures.

KIs reported that three out of seven education facilities had a service management committee in place: the primary, intermediate and secondary schools.

Most facilities were found to be in durable buildings (six out of the seven). However, according to KIs, one Quranic school and the intermediate school were not accessible for persons with disabilities.

According to interviewed service providers, a higher proportion of girls were enrolled in primary and intermediate schools, while the contrary was found for the Quranic schools. Finally, it was reported that only girls were enrolled in the settlement's vocational school.

Main constraints reported by the key service providers were:

Lack of financial resources	5 KIs
Lack of materials /equipment	5 KIs
Overuse and pressure on the service	2 KIs
Lack of qualified personnel for maintenance	1 KI

Main support needed for the facilities reported by the education service providers were:

Rehabilitation of infrastructure	4 KIs
Training of personnel for technical maintenance	4 KIs
Direct cash provision	5 KIs
Training of service management personnel	4 KIs
Community sensitisation on the infrastructure use	2 KIs
Allocation of building materials or equipment	1 KI

MARKETS

Reported number and type of markets

Indoor market	1
Outdoor market	0
Informal market	0

KIs reported that only one indoor market existed in the settlement, which was considered the main driver of the site's economy.

According to KIs, the market qualified as partially functional; between one and five retailers regularly open their shops. KIs added that vegetables, fruits, cereals, flour, meat, non-food items, and medicine were all available at the market.

KIs for service providers reported that the market had been built by an international NGO and presented durable building. It was found to be accessible to persons with disabilities, older persons, and children. According to KIs, the market received between 25-30 visitors per day on average. Interviewed service providers confirmed that residents were able to buy on credit in the shops.

KIs in the market reported that merchants did not have joint saving systems in place nor any service management committee. In addition, they confirmed that they were occupying the space free of charge.

Main support needed for the facility reported by the market service providers were:

Direct cash provision	1 KI
Training of merchants	1 KI
Rehabilitation of infrastructure	1 KI

COMMUNITY INFRASTRUCTURES

Reported number and type of community infrastructures

Community centre (rented)	1
Women committee office (rented)	1
Persons with disability centre	1
Information centre	0
Gender-based violence treatment facility	1
Child protection facility	1
Police station	1

KIs reported that the community centre was a rented building, that put a financial burden on the community committee. Community committees used the centre for their regular meetings and additionally, the workshops and trainings for the community were convened at the centre.

No official information centres was reported to be available at the site level. However, the participants of the mapping FGD reported that the community gathered in front of the community centre building for events and mass community awareness raisings in the settlement.

In addition, a religious charity (ALNUUR Foundation) reportedly runs a centre for persons with disabilities in the settlement.

During the participatory mapping FGD, participants reported that there was a gender-based treatment facility, a police station, and a child protection facility, all of which reportedly provide assistance to victims of violence in the settlement.

Road conditions	Unpaved

LOCAL GOVERNANCE STRUCTURES

According to KIs the main governance structure in place within the settlement was the community committee. Most KIs reported that the community committee had existed before ACTED CCCM activities started, therefore, no additional committee was created.

KIs reported that the National Displacement and Refugee Agency (NDRA) was the main government authority involved in the creation of community committees.

KIs stated that there were some capacity-building activities implemented on the site by ACTED through the community committee. The capacity-building activities that ACTED implemented on the site were mainly training on CCCM, conflict management, safety audits, complaints and feedback mechanisms and Gender Based Violence (GBV) reporting, and site maintenance training for technical people working in the site based on need. In addition, they felt they could influence CCCM decisions at the settlement level.

Some KIs mentioned that the leaders were consulted by government agencies and the rest of the community on several occasions.

Finally, It was also reported that the camp management system could be improved mainly through capacity building for the community committee, and establishment of more collaboration with local and international NGOs.

STAKEHOLDER AND INTERVENTIONS

According to the interviewed KIs, other stakeholders were involved in the development of the site including:

- Horn of Africa Voluntary Youth Committee (HAVOYOCO),
- Danish Refugee Council (DRC),
- ALNUUR Foundation,
- Save The Children (SCI).

According to KIs the most regular project implemented in the settlement was cash distribution to support families in the payment of educational fees.

In addition, a few KIs reported having received support from the international NGO for the construction or rehabilitation of emergency shelters one year before the data collection.

Overall, the majority of the KIs reported a good appreciation of the projects implemented in the site. However, none of the KIs reported having heard of durable solutions before.

AGORA

Annex 1: Endnotes & References :

1. _United Nations Office for the Coordination of Humanitarian Affairs (UNCOHA), Humanitarian Needs Overview, October 2021.

2. IPC Acute food insecurity and acute malnutrition analysis January - June 2021

3. Famine Early Warning Systems Network and Food Security and Nutrition Analysis Unit (FewsNet and FSNAU), Food Security Outlook: June 2021 to January 2022

4. World Bank data, Urbanization review 2021.

5. Ibid

6. "A durable solution is reached when a displaced person no longer has any protection or assistance needs related to their displacement, and can exercise their rights without discrimination linked to their displacement." Inter Agency Standing Committee (IASC) Framework On Durable Solutions for internally displaced people.

7. Private owned house rented by the community committee to convene for their meetings.

8. Full methodology of the AGORA assessment can be found in terms of reference (ToR) and is available upon request.

9. An Area Based Assessment (ABA) employed a mixed methods approach, composed of both qualitative and quantitative components. The qualitative component included: semi-structured key informant interviews (KIIs) with community leaders, and with individuals with specialised knowledge of service provision in the area, community focus group discussions (FGDs), and participatory mapping sessions in neighbourhoods that make up the area.

10. Mapping focus group discussion [MFGD] brought together the interviewed Key informants who participated in Key informant interview with local leaders to map where the services are located in the settlement, and to identify the boundaries of the settlement. To support the discussion printed satellite imagery maps were presented to the participants.

11. Isaq clan is one of the Somali clans who reside mainly in Somaliland territory.

12. Core elements to inform Solutions planning and programing ReDSS

13. Quranic school is an Islamic institute where typically children at age of 5-14 acquire familiarity with the Quran, an informal school that is also known as a madrasah

AGORA
Localised Response
Inclusive Recovery
Effective Stabilisation

AGORA is a local planning initiative that promotes the recovery of fragile territories. By encouraging aid actors to work more effectively with local stakeholders, it provides concrete and concerted orientations to the specific recovery challenges of areas affected by humanitarian crises.

The AGORA initiative directly strengthens territorial mechanisms for basic services recovery, based on a approach built on understanding multi-sectoral needs, multi-stakeholder planning, community participation and good governance enhancement.

ACTED and IMPACT bring together their expertise through the AGORA Initiative, which brings together local institutions, humanitarian and development actors around a common agenda, specific to each territory, in order to support the move towards recovery and local development.

For more information, please visit our website: www.agora-initiative.org.

FUNDED BY:

European Union
Civil Protection and
Humanitarian Aid

AGORA