

WOMEN'S LEGAL AID CENTRE (WLAC)

**FINAL EVALUATION OF THE "ACCESS TO JUSTICE FOR REFUGEE
WOMEN AND GIRLS" PROJECT IN TANZANIA
2008-2011**

**EVALUATION REPORT
FEBRUARY – MARCH 2011**

FINAL COPY

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EXECUTIVE SUMMARY

This report outlines findings of the final evaluation conducted between February and March 2011 on the project 'Access to Justice for Refugee Women and Girls' implemented by the Women's Legal Aid Centre (WLAC) in Mtabila and Nyarugusu Refugee Camps in Kasulu district in Kigoma region of Tanzania. The project was initiated in May 2008 by WLAC and its cooperating partner One World Action (OWA) with funding sourced from Baring Foundation. The project comes to an end in May 2011.

Methodology and Approach

The Evaluation was informed by the need to make the process highly participatory, to ensure ownership of the process and outputs by WLAC. WLAC was involved in all stages of the evaluation process from planning, field work up to the drafting of the report. The Evaluation achieved a reasonable coverage of the project in order to obtain sufficient insight into the project implementation process. Other underlying principles of the Evaluation included triangulation and validation of information.

The sample of respondents was 114 comprising 72 females (63%) and 42 males (36%). Of the females, 62 were women and 10 were girls. A combination of different methods for gathering data was used to generate data for the final evaluation. Secondary data was collected by reviewing key documents supplied by WLAC, key stakeholders of WLAC like the UNHCR, IRC and NOLA. The Evaluation also reviewed key national documents like the 1998 Refugee Act and various policies on refugee issues in Tanzania. Primary Data (qualitative and quantitative) was collected using various methods i.e. key informant interviews, participatory Focus Group Discussions, field observations and collection of case studies and testimonies from refugee girls and women.

Progress in Activity Implementation

In terms of progress in implementation of activities the Evaluation found that the project was on schedule in Year 1 and Year 2 as in each year 91% of activity implementation was done. Activities that were not implemented were pushed to later years, but they were eventually implemented. For Year 3, only 50% implementation had been done at the time the Evaluation was being conducted. Activity implementation slowed down in Year 3 due to insufficient budget lines as a result of inflation and exchange rate changes that took place over the years. In all three years, some activities planned for both camps like awareness raising and campaigns were only implemented in Nyarugusu camp due to the continued ban on public gatherings in Mtabila camp.

In addition to planned activities, WLAC also implemented 10 other activities that were not originally planned and budgeted for, constraining material, human, and financial resources for the project. The activities were actually important to the successful attainment of the objectives of the project. The fact that such a large number of unplanned activities were implemented meant that there was not enough planning done before the project started.

Progress Made in Achieving Project Aim

The Evaluation established that the project managed to achieve the main aim or overall objective of the project. This is because the project managed to facilitate the assistance of refugee women and girls in both Mtabila and Nyarugusu in accessing justice in responding to SGBV issues as evidenced by the testimonies given by women and girls spoken to (See Annex 3). The women and girls stated that the training of paralegals and establishing paralegal units brought them closer to justice which was difficult to access before the project was introduced.

The project also managed to strengthen capacity of refugee communities in Tanzania in responding to sexual and gender based violence in the camps. Local Tribunal members in Nyarugusu camp said sensitizations and training workshops on legal and human rights issues have enabled them to handle cases better than before the project was implemented. Camp Leaders in both camps also said in the past, it was rare for communities to rally behind a woman seeking justice after encountering SGBV. Now the community leaders and other ordinary people in the communities lead a woman to the right place to access justice

Progress Made in Achieving Objectives

Objective 1

Objective 1 was achieved as different groups within the refugee community (girls, women, men and community leaders) testified that activities conducted by WLAC (awareness raising campaigns, debates, IEC materials, and radio programmes) strengthened their capacities in responding to SGBV. The sensitization conducted by WLAC addressed issues on women and children's rights, gender based violence, harmful traditional and cultural practices.

Objective 2

Objective 2 was also achieved. The project managed to promote and increase refugee women and girls' equal access to and full participation in informal and formal justice systems. Women paralegals were trained and are directly participating in informal and formal justice system. They work closely with the Police in handling SGBV cases and give legal advice to refugees. Out of 37 paralegals in Mtabila, 17 are women (46%) and in Nyarugusu 15 are women out of 33 (45%). 25% of women are now participating on the Local Tribunal.

The capacity of refugee women and girls were built to an extent of knowing their rights and where to access justice when SGBV incidents occur. Women are able to present their cases to various justice systems in the camp without any hindrance. This is unlike in the past when women were discouraged to report cases. Both Law enforcement officers from MHA and Local Tribunal members confirmed this during the interview. The baseline survey conducted by WLAC in May 2008 reported that women were reluctant to report SGBV cases especially rape cases because the Police referred the cases back to be handled by families and most times perpetrators went scot free and the victims never received any help. During FGDs, women said they are now being taken seriously by the Police

Objective 3

Objective 3 was also achieved. There is evidence to show that free legal aid services in the Mtabila and Nyarugusu camps are being provided by WLAC paralegals to disadvantaged women and children and further there is also evidence indicating that paralegal operations have managed to strengthen legal services in the camps.

Objective 4

Objective 4 was also achieved. The Evaluation established that the capacity of law enforcers to recognize SGBV has been strengthened and built through activities conducted by WLAC. The training that WLAC conducted for law enforcement and other officers on women's rights and SGBV, refugee rights, children's rights enabled the law enforcement officers to be sensitized on such issues.

Progress Made in Achieving Expected Results

6 out of 9 expected results stated in the original project proposal were achieved

Achieved Expected Results

- Refugee women and girls are able to access justice
- WLAC capacity improved in providing legal aid & rights education to refugees
- Increased knowledge amongst hosting community on refugee legal & human rights
- Because of paralegals, there is now improved access for refugees to legal services
- Refugees ,particularly women and girls, in the four camps know and can demand their human and legal rights and access to justice
- There is increased participation by refugees, particularly women and girls in decisions affecting their lives and welfare

Expected Results Partially or not achieved

- The expected result on WLAC's ability in engaging multiple stakeholders at all levels on refugee rights was partially achieved because WLAC was only able to do this at district level and not on both district and national as planned
- The expected result on refugee community and WLAC understanding and applying skills in advocacy and lobbying to advocate for rights and reforms was partially achieved
- The expected result on influencing review of Tanzania Act and policy was not achieved

Project Organisational and Management

It is the opinion of the Evaluation that the implementation and organisation of the project over the three-year period was comparatively smooth and effective due to the following:

- The project has a clear line of accountability through the active Board of Directors that provide policy guidance; the Management that closely supervises, takes an active participation in the affairs of the project and monitors its progress; and the committed and qualified project staff that implements the project.

- The system applied in reporting is quarterly progress reporting and annual reporting. WLAC's project cooperating partner OWA established it was satisfied with the timelines and quality of the narrative and financial reports
- WLAC has a viable financial system, with annual audits carried by reputable firms and approved by the Board of Directors. Audit and financial reports showed that there has been no financial management issue raised with regards to accounting system utilized. The organisation also has in place financial systems that ensure that funds are spent appropriately by the project staff.
- Budgets allocated to the project have been spent appropriately with close consultation with the donors. WLAC's project cooperating partner OWA feels that funds have been well managed by WLAC and also stretched to accommodate many activities.
- WLAC has an in built monitoring and evaluation system and it was evident that monitoring and evaluation were used effectively as a management tool to obtain accountability or measure progress or to direct the implementation of the project.
- Good communication that WLAC has maintained within and outside the organisation with its cooperating partner OWA has helped it to run the project effectively.

Relations with Stakeholders

It is evident that WLAC has managed to acquire recognition and trust from its stakeholders in the three years that it has been implementing the project in Kasulu district. Views uttered about WLAC and the project by the above stakeholders during interviews held, clearly indicate that the WLAC project team has demonstrated its ability in establishing excellent relations with all stakeholders. Stakeholders view WLAC as a focal point organization for addressing refugee women and children's issues in Kasulu. The recognition of WLAC by stakeholders has been extended to its refugee paralegals in the camps. Stakeholders involve refugee paralegals in all important matters and events that occur in the camps.

Project Effectiveness, Efficiency and Sustainability

Effectiveness

It is the opinion of the Evaluation that the implementation of the project was very effective as the stated aim, objectives and expected results of the project were to a large extent achieved.

Efficiency

In terms of efficiency, the Evaluation assessed the economic use of resources to deliver the project and whether the plans put in place were being used, implanted and adapted as necessary. It is the view of the Evaluation that WLAC managed to use the resources economically in delivering the project .The achievements attained by the project cannot be matched to the resources that were provided as WLAC managed to do more activities beyond what was planned within the same resources. Funds were stretched to accommodate more activities that WLAC felt would assist in achieving the objectives of the project. The other indicator that shows that WLAC managed the project efficiently was the fact that WLAC managed to factor monitoring data into future plans and also used the data to inform future plans. E.g. vehicle purchase and addition of legal officer

Sustainability

The key factor affecting the sustainability of this project is the social and political acceptance of the project in the refugee camps. All stakeholders i.e. the Government, UNHCR, implementing partners, refugee leaders and refugee communities have accepted the project and said it is feeding into their processes. The sustainability of this project can also be seen in the capacities it has created, especially amongst refugee paralegals who will easily retain the skill. The fact that WLAC identified refugee paralegals amongst refugee community groups ensure that the skills learnt will continue being used in the refugee camps, assuring full community ownership of the project.

In the event that paralegals repatriate to their countries, there is already evidence that they will continue with their work in their home countries. The MHA Commandant Officer Mr Nisajile revealed that when he travelled to DRC in Uvilla recently on official business, he met with one of the WLAC refugee paralegal who had repatriated. The project's sustainability has also been observed in the capacity building of law enforcement officers who went further and trained their peers

Impact of Programme Interventions

Quantitative

- 24 paralegals in Kigoma town were trained, 13 women and 11 men. 70 refugee paralegals were trained in Mtabila and Nyarugusu (38 men and 32 women)
- 15,000 women out of the 25,000 in Nyarugusu Refugee Camp have been reached by Paralegals. This entails that the project has reached 60% of women in the camp.
- 8,000 girls have been reached by the project in Nyarugusu camp. This also entails that more than 50% of the girls have been reached in the camps as the number of both boys and girls in the camps is 19,000.
- Out of the 10,000 women in Mtabila refugee Camp, the project through the Paralegals managed to reach more than 6,000 vulnerable women. This entails that the project reached more than 60% of the women in the camps
- Paralegals in Nyarugusu have been able to hold over 25 meetings discussing the welfare of WASHEKANYA and discussing technical cases
- 16 bicycles were distributed to paralegals
- 325 participants (171 men and 154 women) have attended various seminars and debates conducted by paralegals in Nyarugusu Camp
- Through mass awareness programmes conducted by WLAC in Nyarugusu camp Refugee Camps, out of the 62,517 people more than 37,000 have been reached. This means that 59% of the population in the camp has been reached.
- About 75 law enforcement and other Government officers have been trained by the project
- 1,000 posters on refugee rights produced and disseminated to refugees, host communities and various key stakeholders
- 1,000 fliers on refugee rights produced and disseminated to refugees, host communities and various key stakeholders

- 2,200 booklets on refugee rights produced and disseminated to refugees, host communities and various key stakeholders
- 700 T-Shirts with messages on refugee rights produced and disseminated to refugees, host communities and various key stakeholders
- 100 booklets on the baseline survey conducted in Mtabila and Nyarugusu produced and disseminated
- 280 booklets on refugee rights produced and disseminated
- 2,000 booklets on refugee rights in Kirundi language produced and distributed in Mtabila Refugee Camp
- 98 radio programmes were aired on Radio Kwizera in Kasulu and the programmes managed to reach more than 90% refugee population in the camps as well as host communities in Kasulu
- WLAC Office in Kasulu has been able to attend to over 240 clients from the host communities since it was opened.
- 101 refugee community leaders engaged during round table meetings discussing various issues

Qualitative

- There are more stable marriages in the camps now as paralegals have been able to resolve a lot of marital conflicts
- Vulnerable women and girls are aware about their rights and are accessing them
- More SGBV cases are being reported to the Police and GBV offices
- Refugee communities have become vigilant on SGBV issues
- Women are involved in decision making processes on issues affecting their lives.
- Harmful cultural and traditional practices are being challenged
- Vulnerable people (women, widows, orphans, PLWHV, elderly, have been able to be assisted by paralegals and their problems have successfully been handled
- Women and girls have been empowered and are able to resist sexual advances and report any rape or attempted rape. Girls particularly are able to report teachers who sexually harass them
- There is more respect for refugee rights amongst law enforcement officers
- Law enforcement officers are now discharging duties from gender and human rights perspective
- Informal and formal justice systems are more accessible to women
- Local Tribunal, Sungusungu, the Police are now able to discharge their duties from a human rights and women's rights perspective
- Refugees are now aware about their rights
- Vulnerable situation of refugees made aware to the wider Tanzanian population
- More than 50% of the refugees in the two camps have managed to get information on refugee rights due to the posters stuck at strategic positions in the camps
- Community leaders and members of the Local Tribunal appreciate the project
- Local Tribunal members said they had stopped handling and entertaining SGBV cases in the name of tradition and are referring them to the Police

Relevance of the Project

The Evaluation sees the project on 'Access to Justice for refugee Women and Girls' as a unique intervention in the refugee camps that has managed to assist vulnerable refugee women and girls in accessing justice against SGBV. The extent to which the project satisfies or meets the needs of the vulnerable refugee women and girls was assessed based on their expressions and views as participants in the focus group discussions. The views of the women and girls who were the beneficiaries on the implementation of the project were very positive. The women and girls agree that this was a good project and it is recognized as having contributed a very essential element to addressing priority issues of vulnerable refugee women and girls

The views of the major stakeholders on the relevance of the project were also very positive. MHA, UNHCR, IRC and NOLA all felt that the project was very relevant to the operations in the refugee camps and had assisted in enlightening vulnerable women and girls on their rights and how to fight SGBV. The project proved to be relevant to WLAC as an entire organization because its achievements contributed to WLAC's overall organization. The project also proved to be relevant to WLAC's cooperating partner OWA as it contributed to its aim

Difficulties and Challenges Faced in Implementing the Project

The project faced some of the following challenges and difficulties:

- Inadequate materials and information for Paralegals to discharge their work more effectively
- Increased refugee population against limited services offered by WLAC and paralegals in the camps (Especially in Nyarugusu where there is 1 paralegal for every 1,879 refugees)
- The Police proved difficult to train as they were being deployed every six months to the camps when WLAC had scheduled only one training each year for law enforcers
- Repatriation threats to refugees disturbed the work of paralegals in the closed Mtabila Camp
- It has been difficult for WLAC to conduct advocacy to influence the review of existing Tanzania laws and policies on refugee issues because of the political sensitivity on refugee issues
- Budget constraints especially in the third year of the project due to changes in inflation and exchange rates and also due to the implementation of activities that were initially not planned but proved vital to the operations of the project
- Electricity power problem leading to the use of generators that are expensive to maintain
- Lack of internet access in the WLAC Kasulu office leading to communication challenges
- Strong and harmful traditional and cultural practices in Nyarugusu camp hindering the work of WLAC in promoting women and children's rights
- Insecurity problems in Kasulu district which is near the Boarder of Burundi
- Rough Geographical terrain and harsh weather in Kasulu

Areas to Improve

For the project to be more effective in future, WLAC will need to pay attention to the following:

- Not much advocacy was done at national level on issues affecting refugee women and girls
- WLAC does not have a clearly defined advocacy strategy to drive advocacy programmes at national level, especially on issues of refugees
- Evaluation findings also revealed that there was a weak link between issues emerging from the refugee communities being taken to the national level for advocacy purposes
- The planned network with other organizations dealing in issues of refugees failed to take off. The network was to highlight the human rights situation in the camps and lobby and advocate for increased recognition of refugees' rights by the public policy makers
- WLAC need to intensify sharing experiences of the project with its other various networks e.g. the Women's Movement, the legal fraternity and other human rights organizations
- WLAC should plan for more than two training workshops each year for law enforcers especially the Police who are deployed to the camps every six months
- There is need for increasing the number of meetings between WLAC lawyers and paralegals from one to two days in a month so that paralegals have more contact with lawyers to advise them on technical issues.
- WLAC should also explore partnerships with male community groups in the refugee camps and engage them on SGBV awareness. The male groups could be used as outreach workers to reach their peers. Some of the groups that could be considered include youth clubs, sports associations, male religious leaders
- IEC materials produced were too few to make an impact on the large refugee population. In future more IEC materials should be produced if they have to make an impact on the population in the camps. In future, the project proposals should state the numbers of IEC materials to be produced and what percentage of the population the project is targeting to disseminate the materials to. The initial project proposal did not include this information.
- In future, planning for the next project phase should be comprehensive and ensure that all possible activities are planned for to avoid implementing activities that are not in the work plans. The implementation of activities that were not originally planned for led to budget and time constraints.

Recommendations

The Evaluation makes the following recommendations:

Project Issues

- The Evaluation strongly recommends a follow-up phase to this project, as the best way of ensuring the sustainability of the benefits obtained from this first phase of the Project. The follow up phase should commence as soon as the project ends in 2011. However the follow up

phase need to be upscaled if the project has to be successful, meaning that some of the current activities have to be increased in the following ways:

- There is need to increase the number of legal officers in the project from two to three and the frequency of visiting the camps should be increased from one day per month to two days per month to enable paralegals receive frequent advice on technical cases. This should be done immediately the implementation of the next project phase commences
- There is need to train more paralegal refugees in order to increase the number, especially in Nyarugusu Camp where the population of the refugees has swelled twice the original number after refugees from the closed Lugufu camp were brought there. This should be done immediately the implementation of the next project phase commences
- Material support to the paralegal units in the refugee camps must be increased in terms of stationery, furniture, bicycles to make their work more effective. This should be done immediately the implementation of the next project phase commences
- There is need to also introduce financial support to the paralegal units to go towards expenses like communication which are currently being met by the paralegals' own meager resources. This should be done immediately the implementation of the next project phase commences
- Refugees volunteer as paralegals under very difficult conditions and most of them are very poor. WLAC should consider motivating and encouraging them by providing a small incentive on a regular basis either in terms of material or financial support. WLAC could first conduct a survey on how refugees are remunerated in the camps and then come up with an average remuneration in terms of either monetary or material support
- WLAC should plan for more than two training workshops each year for law enforcers especially the Police who are deployed to the camps every six months. This should be done immediately the implementation of the next project phase commences. Future implementation of this activity should ensure that the training schedule corresponds with the deployment time table of the Police.
- IEC materials must be increased because the demand is ever growing. This should be done immediately the implementation of the next project phase commences. WLAC must also consider opening resource information centres or libraries where vital documents on human rights, women's rights and children's rights that cannot be distributed on a large scale could be stored and read by refugees visiting the centre
- Mass awareness raising activities in Nyarugusu must be extended to the parts of the camp that have not been reached after the camp was extended following the coming of new refugees from Lugufu camp. This should be done immediately the implementation of the next project phase commences
- Mass awareness on SGBV need to be stepped up in the camps because attitudinal change is challenging and long term. Social and cultural norms that subjugate women and give rise to SGBV are deeply entrenched in the refugee population. Consistent effort

in raising awareness is needed if negative social, cultural and traditional practices that discriminate against women and give rise to SGBV are to be rid of. This recommendation is ongoing

- WLAC should design programmes that target girls. This should be done immediately the implementation of the next project phase commences. Activities could include the following: discussions for girls only to talk about their problems on SGBV freely; separating their activities from those of women so that they talk freely; reaching them in places where they gather e.g. in schools than targeting them as part of the community; forming clubs for them, etc.
- WLAC should consider introducing the strategy of engaging men directly in SGBV awareness. This should be done immediately the implementation of the next project phase commences. This is because the men felt that the project was designed for women and felt that they are not being reached despite being key since majority perpetrators are men. The project should include a component of involving positive social roles that men and boys can play as partners, providers, caregivers, peacemakers and protectors. WLAC should also explore partnerships with male community groups in the refugee camps and engage them on SGBV awareness. The male groups could be used as outreach workers to reach their peers. Some of the groups that could be considered include youth clubs, sports associations, male religious leaders
- Mass awareness activities should be extended to Tanzanian villages nearby the refugee camps because some perpetrators of SGBV against refugee women hail from nearby Tanzanian villages. This should be done immediately the implementation of the next project phase commences
- It is also important to extend WLAC services to the host communities because they are needed
- There is need to strengthen voices of refugees on radio programmes by recording discussions of vulnerable refugee women and children and airing them on radio. This should be done immediately the implementation of the next project phase commences
- WLAC should organize exchange visits between its paralegal refugees and other WLAC paralegals in various parts of the country for experience and information sharing. This could be done in the second year of the next project phase to gauge the political atmosphere on refugee issues. The exchange visits will help Refugee Paralegals run the paralegal units better
- WLAC should develop an advocacy strategy within the organization that will enable the organization capture refugee voice and feed into its national advocacy strategy. This should be done immediately the implementation of the next project phase commences
- WLAC should also strengthen linkages with relevant institutions at national level including Government institutions and take a proactive approach of sharing reports, best practices of the project with key stakeholders especially at national level. This should be done immediately the implementation of the next project phase commences
- WLAC need to urgently revive the Network on Migration and Humanitarian Affairs through which advocacy on refugee issues at national level could be actively done with other organizations dealing in issues of refugees. This should be done immediately the implementation of the next project phase commences

- There is need for WLAC to intensify lobbying UNHCR and MHA to put in place appropriate measures to protect the most vulnerable populations in Matbila Camp who are not willing to return to Burundi, particularly women survivors of SGBV, unaccompanied and separated children and those living with HIV/AIDS and disabilities. This recommendation is ongoing
- Within the Network on Migration and Humanitarian Affairs, WLAC should lead the advocacy component on refugee women and children's rights because it is the only organisation in Tanzania that is well versed with the extent of the human rights violations that refugee women and children are currently undergoing
- WLAC should network with other Women International organizations engaged in human rights issues for refugee women and children to share experiences and learn from each other. This should be done immediately before the implementation of the next project phase commences
- In the event that the majority of the refugee paralegals repatriate to their countries, WLAC should make effort in linking them up with legal organizations in Burundi and DRC so that the paralegals continue receiving technical support and sustain their work. This could be done in the last year of the next project phase
- WLAC should develop an organizational media strategy that will enable it engage with the media systematically on its various programmes. This should be done immediately the implementation of the next project phase commences
- WLAC should ensure financial sustainability for the project by coming up with a resource mobilization plan for the project. This recommendation is ongoing

Management issues

- It is recommended that another legal officer is recruited to bring the number of legal officers to three due to huge work load currently being experienced. This should be done immediately the implementation of the next project phase commences. There is need to engage support staff on full time basis since the project is already hiring services of driver, guard and office assistant.
- The organization should consider coming up with strategies of motivating project staff who work under very strenuous conditions due to the geographical location of the project. These could include training opportunities, financial incentives, etc. This recommendation is on going
- Despite the project staff having worked very effectively in the last few years, there is still need to build their capacities in issues of refugees, human rights, women's rights, etc. The project staff could also be linked to international organizations like IOM and Forced Migration that regularly organize conferences on refugee issues in order to build their capacities to international standards on issues of refugees. This recommendation is ongoing
- The organization also needs to build capacities of staff in advocacy, especially on how to engage national policy makers. This recommendation is on going
- Efforts should be made to connect internet facility at the WLAC Kasulu office provide internet. This should be done immediately the implementation of the next project phase commences
- In the next project phase, WLAC should ensure that all unplanned activities implemented are included in the work plan and budgeted for.

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Chart 1: Chart indicating percentage distribution of respondents

LIST OF ABBREVIATIONS

AIDS	Acquired Immune Deficiency Syndrome
CARE International	Cooperative American Relief Everywhere International
DRC	Democratic Republic of Congo
GBV	Gender Based Violence
GTZ	German Technical Assistance
HIV	Human Immunodeficiency Virus
IEC	Information, Education and Communication
IRC	International Rescue Committee
MHA	Ministry of Home Affairs
NOLA	National Organisation for Legal Assistance
SGBV	Sexual Gender Based Violence
OWA	One World Action
PWDS	People Living with disabilities
SUWATA	Shirika la Uchumi la Wanawake Tanzania
TWESA	Tanzania Water and Environmental Sanitation
UNICEF	United Nations Children's Fund
UNHCR	United Nations High Commission for Refugees
UWT	Union of Women of Tanzania
WAKI	Wasaidizi wa Kisheria (Swahili words meaning providing justice/legal assistance)
WASHEKANYA	Wasaidizi wa Sheria Kambini Nyarugusu (meaning Nyarugusu refugee Camp paralegals)
WFP	World Food Programme
WLAC	Women Legal Aid Centre

ACKNOWLEDGEMENTS

This review would not have been possible without the full support of the Women Legal Aid Centre (WLAC)'s Management and staff. The Consultant received efficient logistical support from WLAC which made it possible for the Evaluation Team to reach all the selected respondents in the field.

The field trips provided valuable insight which formed the core material for this evaluation. Along with the consultant, the Evaluation Team in the field in Kasulu comprised staff from WLAC namely Ms Jane Magigita, Rehema Msami and Mr James Frank Mshanga. In Dar Es Salaam, the Consultant was accompanied in the field by Ms Wigayi Kissandu. Throughout the evaluation process the Field Evaluation Team were good discussion partners for exploring ideas, clarifying thoughts and developing impressions. Special thanks is extended to WLAC staff and a WLAC paralegal in Mtabila Camp, Mr Amedre M. Barakaza, for offering language translation services as interviews in Nyarugusu and Mtabila camps were done in Swahili and Kirundi and then translated to English.

The Consultant would also like to thank all the Evaluation respondents drawn from the WLAC Board, Management, Staff, One World Action OWA), paralegals and refugees. I gratefully acknowledge their contributions and thank them for offering their insightful comments and for making themselves available and willing to discuss during interviews and focus group discussions. Sincere gratitude also go to the Ministry of Home Affairs particularly the Departments of Refugees and Prisons in Kasulu, UNHCR staff in Kasulu and Dar Es Salaam, International Rescue Committee and National Organisation for Legal Assistance in Kasulu who also provided invaluable information during data collection.

The Consultant is also grateful for the input made to the draft report by WLAC and OWA. Their thoughtful comments on the draft report are much appreciated and invaluable when preparing the final report. Lastly and not the least, special thanks are also extended to OWA and Barings Foundation for funding the Evaluation process. It is hoped that this evaluation will help WLAC and its supporters in the future development of the project.

Juliet Kaira Chibuta

March 2011

CHAPTER ONE

1.1 INTRODUCTION

In February 2011, the Women's Legal Aid Centre (WLAC) commissioned a final evaluation of the project on 'Access to Justice for Refugee Women and Girls' implemented in Mtabila and Nyarugusu Refugee Camps in Kasulu district in Kigoma region of Tanzania. The project was initiated by WLAC and its funding partner One World Action (OWA) with funding sourced from Baring Foundation in May 2008. The project comes to an end in May 2011.

This report therefore outlines the findings of the final evaluation of the project. The report has been prepared following the participatory collection, processing and analysis of data from Focus Group Discussions, key informants interviews, documentary review and observation. This evaluation report provides information on progress made towards achieving aims, objectives and expected results of the project and also provides clear overview of the effectiveness, efficiency, sustainability of the project and impact of the work. The report also provides recommendations on future programming of the project.

WLAC is a voluntary, private, non partisan and a not for profit making organization, registered in 1994 under the Companies Ordinance, Cap 212 of the laws of Tanzania. Even though the organisation was registered in 1994, WLAC activities being implemented date back to 1989 when provision of legal services were done through public rallies and a legal aid scheme called 'Shirika la Uchumi la Wanawake Tanzania' (SUWATA) for women under the Union of Women of Tanzania. These activities were undertaken by WLAC from SUWATA after the introduction of multi party system in Tanzania in order to ensure that legal services were provided to all Tanzanian women irrespective of their party inclinations.

The vision of WLAC is to contribute toward a just society that recognizes, observes and respects the rights of women and children in Tanzania. The organization's mission is to work towards the elimination of discrimination against women and children through providing legal aid; advocating for enactment of gender sensitive laws; research and documentation; and public awareness and education on women and children's rights.

This report consists of five main parts. The first part outlines the background of the project on Access to Justice for refugee women and girls and also the background of the evaluation. The background on the evaluation includes information from the previous evaluation done on the project and the purpose of the current evaluation. The background also outlines the situation of refugees in Tanzania. The second part of the report details the methodology and approach used in conducting the evaluation in terms of data collection, processing and analysis. The third part comprises the evaluation findings and discussion and the fourth part of the report highlights the lessons learnt from the project. The last part of the report presents recommendations to provide insight to the future implementation of the project.

1.2 BACKGROUND

The background focuses on the project, evaluation and refugee situation in Tanzania, particularly the situation in the camps where the project was implemented.

1.2.1 Project Background

The project on 'Access to Justice for Refugee Women and Girls' was initiated in May 2008 and funding for its implementation was sourced from Baring Foundation. The project was initiated by WLAC and OWA following the felt need and noted violation of women and girls rights among refugees in Tanzania. The project was implemented in Mtabila and Nyarugusu refugee camps in the north west of Tanzania in Kasulu district in the Kigoma region. Initially, the project was earmarked for implementation in three refugee camps with the addition of Lugufu camp, but the camp closed before the project was begun.

The overall aim of the project was to assist refugee women and girls access justice and to strengthen the capacity of refugee communities in Nyarugusu and Mtabila Camps in Tanzania respond to SGBV.

The major objectives of the project were:

- To sustain and strengthen the capacity of the refugee communities in three camps in their response to sexual and gender based violence through training sessions, mass meetings and awareness raising campaigns
- To promote and increase refugee women's and girls' equal access to and full participation in informal and formal justice systems and, to enable women and girls to address sexual and gender based violence and other human rights abuse through capacity building training sessions and information sharing
- To strengthen the provision of legal aid services in the camps through training local community paralegals to provide free legal services to disadvantaged women and children as an integral part of legal aid services in the camp; and
- To strengthen and build the capacity of the law enforcers to recognize sexual and gender based violence, to encourage host communities to respect the rights of refugees, and to provide training on how to deal with refugees during times of decision making

To achieve the above objectives, WLAC conducted some of the following activities: training workshops for paralegals; training workshops for local Government officials; round table discussions with community leaders; drama and folk music messages on rights of refugees; radio programmes on refugee rights; preparation and dissemination of IEC (information, education and communication) materials on refugee rights; advocacy and lobbying on refugee rights and stakeholders meetings.

1.2.2 Evaluation Background

This is the final evaluation of the project on 'Access to Justice for Refugee Women and Girls' builds on the midterm evaluation conducted in May 2010.

Evaluation Purpose and Objectives

The purpose of this evaluation is guided by the following objectives:

- To provide information on progress made towards achieving aims, objectives and expected results as set out in the proposal
- To provide clear overview of the effectiveness, efficiency, sustainability of the project and the impact of the work
- To assess the impact of the programme interventions on gender relations and establish benchmarks for future programming
- To indicate and provide insight to improve future development policies and practices as well as organizational functioning

1.3 BACKGROUND AND SITUATION OF REFUGEES IN TANZANIA

1.3.1 Status of Refugee Camps in Tanzania

For the past four decades, Tanzania had an open door policy of harbouring refugees fleeing from the war turmoil in their countries, especially those in the Great Lakes region like Burundi, Rwanda and the Democratic Republic of Congo (DRC). Over the years in the 1990s, the Tanzanian Government introduced restrictive policies indicating unwillingness to continue hosting more refugees. This culminated with the 1998 Refugee Act which restricted refugees from leaving the camps as well as engaging in any economic and livelihood activity. In the last few years, the Government of Tanzania has declared the country a 'refugee free zone area' meaning that all the refugees should at some point leave the country, especially those hailing from countries like Burundi that are no longer engaged in civil war. In 2008 in Geneva during the 59th Session of the Executive Committee of the United Nations High Commission for Refugees (UNHCR), Tanzanian Home Affairs Minister Honourable Lawrence Kego Masha said during his address that *"it was Tanzania's intention to be Refugee free before the end of the decade"*¹. Honourable Masha particularly referred to Burundi arguing that after the signing of the Arusha Peace Accord, there is an enabling environment in Burundi to warrant the return of Burundian refugees to their country.

1 United Republic of Tanzania (2008), Ministry of Home Affairs, Statement by Honourable Lawrence Kego Masha Minister of Home Affairs during the 59th Session of the Executive Committee of UNHCR, Geneva

Following the declaration of a 'free country refugee zone', the Tanzanian Government, UNHCR and the International Community intensified the repatriation process, in the process closing some camps. At the end of 2007, there were only six refugee camps left in Tanzania mainly in Kigoma and Kagera regions of Tanzania. For older camps like Mpanda, Mishamo and Ulyankulu dubbed "old settlements," which hosted Burundian refugees who fled to Tanzania in 1972, the Government of Tanzania extended another option of naturalization. In these three camps, the processes of repatriation and naturalization commenced in March 2008. By September 2009, 54,000 refugees were repatriated back to Burundi after opting for voluntary repatriation. By April 2010, the Tanzanian Government had naturalized 162,256 refugees under the Citizenship law of Tanzania² (Tanzanian Government, 2010). The refugees that have been naturalized will undergo the local integration process that will be led by the Tanzanian Prime Minister's office. The integration process will entail refugees being given Tanzanian citizenship and resettled elsewhere in the nation between 2011 and 2014. However from the three old refugee camps, there is a residue case of 9,000 refugees who have not opted for naturalization and will later be moved to other camps once the three camps finally close.

To reinforce and reiterate its 'refugee free country' policy, in June 2009, the Tanzanian Government also officially announced the closure of Mtabila Refugee Camp in Kasulu District, Kigoma region harbouring refugees from Burundi. Most of the refugees have been repatriated since closure of the camp while some refused to go back to Burundi citing the insecurity situation in that country. The refugees spoken to in Mtabila camp said though the country was considered safe due to the end of the civil war, some refugees' lives were not safe as there had been reports of people being killed once they arrived in Burundi after being repatriated. Another section of refugees, especially children and individuals whose families were killed during the genocide, simply do not want to go back due to sad memories. Orphaned children born in Tanzania say they do not know Burundi as their country and have no one to return to. However the Tanzanian Government is determined to ensure that the refugees in Mtabila Camp go back. To force the refugees to leave, certain 'push measures' were put in place like the closure of schools in the camp, stopping of income generating and livelihood activities, the camps were consolidated leading to the burning of houses and pushing refugees in one corner of the camp, cutting down farm crops and stopping any further farming activities.

Lugufu Refugee camp which had been sheltering refugees from DRC was also closed in 2009 and about 40,000 refugees from there were taken to Nyarugusu Camp. The closure threats have not however affected Nyarugusu Refugee Camp also based in Kasulu District, Kigoma region and sheltering refugees from DRC. This is because of the insecurity situation in North and South Kivu, the areas of DRC where the refugees in Nyarugusu come from. UNHCR in an interview revealed that the Tripartite Committee i.e. UNHCR, Tanzanian Government and DRC agreed that repatriation of Congolese refugees should not be encouraged because of the insecurity situation in Congo after a security assessment was done in September 2010 and January 2011. The security assessment revealed that South and North Kivu still

² Data obtained from the National Strategy for Community Integration (NASCI) (2010-2014) document generated in 2010 by the Tanzanian Government's Prime Minister's Office, Regional Administration and Local Government

have pockets of rebels who have continued to commit serious atrocities to innocent civilians such as murders and rapes and people are still fleeing that place. It was therefore agreed that there is no security in that part of Congo and refugees should not be allowed to repatriate unless if they go to other parts of the country. UNHCR and the Ministry of Home Affairs (MHA) said in an interview that the refugees being repatriated in Nyarugusu camp are doing so at their own will.

The 'refugee free country zone area' stance has also meant that the Tanzanian Government is not ready to take in any more refugees in the country and has been rejecting those applying for asylum. According to UNHCR, in 2009 about 778 applications from people who underwent national eligibility status seeking asylum status in Tanzania were rejected. In 2010, about 359 cases were also rejected (UNHCR, 2010).

The Tanzanian Government also recently, in 2010, closed Kanembwa Camp which was harbouring refugees undergoing the resettlement process. The camp was closed after the resettlement process was finalized. Information obtained from MHA Office during interviews indicated that about 4,000 refugees were resettled to countries around the world like the United States of America, Australia and Canada. According to UNHCR, the rest of the refugees that were not resettled did not meet the resettlement conditions after their cases were individually verified on the basis of conditions like disability, vulnerability, ethnicity, etc. They were returned to their respective camps after Kanembwa camp was closed. According to UNHCR, there are no any outstanding resettlement cases currently. The UNHCR verification process revealed that the refugees claiming that they need to be resettled have weaker arguments on why they should be resettled to other countries. However refugees spoken to in Mtabila Camp claim they have valid reasons on why they should be resettled and not repatriated as their return to Burundi is not safe. Efforts have been made to encourage refugees to repatriate but to no avail. Some of the efforts made include conducting the "go and see, come and tell processes" where refugees go back to Burundi and come back to tell fellow refugees about the situation at home. Other efforts have been the Burundian Government coming to the camps to encourage people to come back home. The Burundian Government has also created 'peace villages' where refugees refusing to go back to their villages could go and live. UNHCR has also been conducting discussions on repatriation where it offers cash prizes and bicycles to refugees wishing to repatriate. However despite all the above efforts put in place, the refugees in Mtabila Camp are still not interested in returning to Burundi and the Tripartite Committee (UNHCR, Tanzanian Government and the Burundi Government) is still discussing the next move since the camp has already officially been closed.

1.3.2 Social Services in Mtabila and Nyarugusu Refugee Camps

There are various services being provided by different organisations in Mtabila and Nyarugusu Refugee camps. UNHCR coordinates the provision of various social services like provision of food, health, education, road works, water and sanitation among many others. Some of these services are not directly provided by UNHCR but through its implementing³ and operational partners⁴. These

³ Partners operating in the refugee camp and are funded by UNHCR

⁴ Partners that are operating in the refugee camp but are not funded by UNHCR

organizations include World Food Programme (WFP) which provides food, Cooperative American Relief Everywhere (CARE) International works on environmental issues, German Technical Assistance (GTZ) maintains roads and provides logistics, International Rescue Committee (IRC) is involved in the management of the camps as well as providing community services, National Organisation for Legal Assistance (NOLA) provides legal services to refugees that are in conflict with the law, Redcross provides humanitarian services and non food items, Tanzania Water and Environmental Sanitation (TWESA) provides water and sanitation services, United Nations Children's Fund (UNICEF) provides educational services, WLAC provides legal advice and awareness, and World Vision (WV) provides educational services. The Ministry of Home Affairs (MHA) through the Department of Refugees supervises all activities in the refugee camps while the Department of Police runs the Police Post and offers security services. Overall, the UNHCR also provides protection services in terms of protection of the vulnerable like unaccompanied children, widows, the disabled and the elderly. Amongst all the organizations in the camps, WLAC is the only organization that is not funded by UNHCR.

Within Mtabila and Nyarugusu camps, there are also local refugee community groups that are involved in various human rights and social work. These include among others SGBV units, women peace groups, sexual exploitation committees, Local Tribunals, youth groups, Gender and Development Department, Child Protection departments, Drama groups, men associations, religious institutions, counselors, and local refugee Police commonly known as Sungusungu.

The situation in Mtabila and Nyarugusu camps are different because of the fact that Mtabila is officially declared closed and services provided are limited since activities have been scaled down to facilitate the process of the return of the Burundian refugees back to their country. Nyarugusu is still fully operational as a refugee camp.

Mtabila Refugee Camp

Mtabila camp which harbours refugees from Burundi has been in existence since 1994 and its current population is 37,000⁵ of which 19,000 are children, 10,000 are women and 8,000 are men. The closure of the camp in June 2009 led to the withdrawal of some key services by UNHCR and its implementing agencies. Education services were stopped leading to the closure of all schools, sending over 10,000 children out of school. The camp was consolidated leading to refugees being moved to one section of the camp and the rest of the houses being torched down. Agricultural crops for refugees were cut down and income generating and livelihood activities were stopped. The above situation has led to increased poverty levels in the camp characterized by inadequate food, lack of material goods and clothing, etc. Refugees said the food ration given to them is meant for two weeks, but only lasts for 10 days. The life of refugees in Mtabila Camp has been unbearable. Levels of SGBV in the camp are quite high and the pressure to repatriate is splitting families, separating children and creating greater levels of domestic violence. Organizations working in the camps including WLAC have been advocating for a better life for the refugees. The advocacy led to the introduction of informal education for primary school going children since May 2010 to keep the children busy. Children gather in Churches and UNICEF provides learning materials and volunteers to teach the children. The children are not taught a formal curriculum.

⁵Data obtained on 28 February 2011 from UNHCR Office in Kasulu district, Kigoma region in Tanzania

They are just taught basic language skills and kept busy. Parents spoken to however said the children are not receiving anything meaningful education, but just being kept busy. There is no activity going on for secondary school going children and this has led to increased idleness, prostitution, early marriages, forced marriages, etc amongst the secondary school children, especially girls.

The other problem is the high fertility rate which is also between 200 and 250 births per month (UNHCR, 2010). The high fertility rate is due to the ineffective use of family planning services available in the camp.

Despite the above problems, some social services like health, water and sanitation are still being provided, although the refugees complain of poor service due to the fact that the camp is officially closed. The refugees spoken to said before the camp was closed, health conditions were quite good, but now the service is characterized by problems like inadequate drugs and shortage of medical staff. The refugees cited rising cases of maternal mortality since the camp was closed, a situation that was never there before. Refugees spoken to said in 2010, there were five women who died during child birth and mostly this is attributed to neglect by health practitioners. The refugees said in the past, maternal mortality never exceeded two women dying in each year.

Nyarugusu Refugee Camp

The situation in Nyarugusu camp which was opened in 1996 and currently harbours 62,517⁶ refugees (of which 20,000 are children, 25,000 are women and 17,517 are men) from DRC is better compared to Mtabila. Income generating and livelihood activities are still allowed, some refugees are engaged in paid work and non food items like detergents are still distributed to the vulnerable. Education and health services are available as well as water and sanitation. However the social services in Nyarugusu are also not satisfactory especially after the refugee population increased after about 40,000 refugees in closed the Lugufu Camp were taken to Nyarugusu swelling the population.

The Age, Gender, Diversity Mainstreaming assessment conducted by UNHCR in the camp in 2009 revealed that despite the education services provided, refugees reported of inadequate supply of school materials to primary and secondary schools, worn out uniforms, lack of hygiene materials for girls, high rates of contribution (Tshs.700/child/month in secondary schools and Tshs.1, 200/child /month in vocational training schools) for paying teachers' incentives, overcrowding in classes, especially after the relocation of additional refugees from the closed Lugufu camp, shortage of teachers, etc.

Refugees spoken to also revealed that health services in Nyarugusu camp also have shortcomings like inadequate drugs and delays in effecting referral processes, inadequate number of health posts within the camp and shortage of medical staff. Although there is enough supply of water which is 30 litres per person per day, water and sanitation services are also not enough in terms of water tap points per person especially after more refugees were brought to Nyarugusu from the closed Lugufu Camp.

⁶ Data obtained on 28 February 2011 from UNHCR Office in Kasulu district, Kigoma region in Tanzania

Although refugees in Nyarugusu Camp are allowed to engage in income generating and livelihood activities, restriction of movement by authorities restricts their engagement and options of IGA activities. Like in Mtabila, the food distributed in Nyarugusu Camp is also not adequate as the ration distributed and meant for two weeks only lasts for 10 days in reality. Although WFP provides 2,100 kilocalories as per sphere standards, refugees find the quantity insufficient for their daily consumption (UNHCR, 2009). Refugees spoken to also complained of lack of clothing and inadequate material items.

Other social related problems in the Nyarugusu camp mentioned by the refugees include negative traditional beliefs and cultural practices, tribalism, war effect, lack of biological parents, hatred/conflict originating from DRC, stigmatization of orphans whose parents died due to HIV/AIDS, lack of family links, different religion and beliefs, discrimination against People living with disabilities (PWDS), vulnerability and poverty among PWDS, witchcraft beliefs, alcoholism, prostitution that expose individuals to sexual violence and vices like HIV/AIDS, drug and substance abuse, pornographic pictures that push many people to practice what they have seen, etc. There are also serious diseases in Nyarugusu camps like Leprosy, Tuberculosis and Epilepsy (UNHCR, 2009). Like in Mtabila, the other problem is the high fertility rate which is also between 200 and 250 births per month (UNHCR, 2010). The high fertility rate like in Mtabila refugee camp is due to the ineffective use of family planning.

1.3.3 SGBV Situation in Mtabila and Nyarugusu Refugee Camps

The SGBV situation in Mtabila and Nyarugusu refugee camps are considered as having improved over the years due to the sensitizations and awareness programmes conducted by many organizations including WLAC, the situation is still quite serious and alarming. In the past years, the IRC GBV Office in Nyarugusu revealed that cases could go as high as over 1,000 each year. However the situation is still alarming. In 2010 the IRC GBV Office reported that there were more than 572 various SGBV cases reported.

An SGBV assessment done by UNHCR between January and June 2010 in both Mtabila and Nyarugusu refugee camps show that a total of 295 SGBV incidents were reported in that period. Out of the 295 reported SGBV incidents, 35 were rape cases, 5 attempted rape, 5 sexual harassment, 5 early and forced marriages, 112 domestic violence and 133 other gender based violence which include tribalism, preference of male child, property grabbing, etc (UNHCR, 2010). For Mtabila Refugee camp, refugees and organizations interviewed attributed the high cases of SGBV incidents amongst young women and girls to the closure of the camp. The girls that were interviewed revealed that girls in the camp have nothing to do after schools were closed and the majority of them have ended up engaging in survival sex, prostitution, early marriages, early pregnancies and get into forced marriages. When schools were still open, the girls were given various non food items through the school system and now they have nowhere to turn to.

In Nyarugusu Camp, the major factors attributed to SGBV cases include among others cultural and traditional practices. Some of the cultural practices include child compensation (i.e. using a girl child as a

form of medium to repay a debt), dowry, widow inheritance, women lacking decision making powers at both household and community levels, traditional and cultural practices favouring boys to girls' e.g. in education especially when resources are limited. Other factors are mixed tribe marriages, discrimination, idleness (husbands do not want to work), poverty in the families, selling of food rations, lack of non food items especially laundry soap, foster parents no longer wanting foster children, poverty, infertility, giving birth to disabled children and giving birth to children of the same sex.

Rape cases

Among the 35 reported rape cases between January and June 2010, 30 (86%) involved minors while only five involved adult survivors. The women interviewed revealed that most women and girls are raped while in the bush fetching firewood and most rapists disguise themselves hence cannot be identified. Twenty five (25) rape incidents occurred in Nyarugusu camp compared to ten (10) reported in Mtabila camp. Among the reported 35 rape cases, 11 cases were reported within 72 hours of incident while 24 cases were reported after 72 hours. Thirty (30) SGBV cases were reported to the police. However only 5 SGBV cases were filed in court between January and June 2010. Thirteen (13) rape cases were pending in court during January and June 2010. Three cases perpetrators were acquitted as there was insufficient evidence to convict them. In two cases, the accused who were both minors were convicted and sentenced to corporal punishment (UNHCR, 2010).

Domestic Violence

According to UNHRC and the refugees spoken to, predisposing factors for the 112 domestic violence cases reported (94 females and 18 males) in Mtabila and Nyarugusu camps include the following: cultural practices, unwanted pregnancy, alcoholism, extra-marital affairs, food ration arguments, religious differences, HIV/AIDS, irresponsibility, tribalism, women who had babies through Caesarean, infertility, giving birth to disabled children, having few children, having children of the same sex, fostered children, religion, superstitious beliefs, chronic illness, miscarriage, frequently death of children, prostitution, polygamy, sexually transmitted infections, family disputes, poverty, illiteracy, etc.

Challenges in Dealing with SGBV

Some of the challenges cited by organizations (IRC, NOLA, UNHCR and WLAC) handling SGBV cases are perpetrators running away from the camps after committing SGBV offences; perpetrators disguising themselves when committing the rape offence (by camouflaging faces) hence posing difficulties in identifying perpetrators, Police who are not trained in gender and human rights not being supportive when cases are reported to them, rape cases involving minors have continued to increase e.g. 86% of rape cases reported in the period between January and June 2010 involved minors; late reporting of rape cases; and threats to some survivors of rape cases by perpetrators' families, especially for cases filed in court, leading to reluctance to testify.

Prevention and Response Mechanisms for SGBV in the camps

Various organizations and cooperating partners working in the refugee camps have played a major role in helping women and girls cope with some forms of SGBV. Prevention and response mechanisms have

been established in the two camps addressing SGBV. GBV offices have been established in the camps under the supervision of IRC and their major tasks are to provide psychosocial counseling to survivors of abuse. NOLA also runs legal clinics in the camps to provide legal advice to both survivors and perpetrators. Paralegal units have been established by WLAC in both camps, WASHEKANYA in Nyarugusu and WAKI in Mtabila which provide legal advice to the survivors. Other remedies and support systems for survivors of SGBV include medical support, material support and Drop in Centres run by other organisations. Perpetrators once verified are immediately arrested and the due process of the law takes course. Law enforcement officers from MHA offices visited confirmed that once reported, a case is pursued until it reaches the courts. The prison officers confirmed that there were some refugees in prison convicted of rape.

CHAPTER TWO

2.0 METHODOLOGY AND APPROACH

The following section outlines the methodological approach taken in the evaluation process.

2.1 EVALUATION APPROACH

The Evaluation was informed by the need to make the process highly participatory, to ensure ownership of the process and outputs by WLAC and the need to achieve a reasonable coverage of the project in order to obtain sufficient insight into the project implementation process. As this was to be a participatory review, WLAC was involved in all stages including selection of respondents and arranging discussions, assisting on the best way to get into the field, approving the field work plan, participation in the field work and commenting to the draft report. Apart from stakeholder involvement, other underlying principles of the Evaluation included triangulation and validation of information.

The field evaluation team from WLAC that accompanied the Consultant to the refugee camps in Kasulu included Ms Jane Magigita, Mr James Frank Mshanga and Ms Rehema Msima. For the field work conducted in Dar Es Salaam, the consultant was accompanied by Ms Wigayi Kissandu.

A dissemination workshop was held on 2 May and the purpose was for WLAC to have an opportunity to discuss the preliminary findings of the evaluation as well as give their input into the final report.

2.2 SAMPLING TECHNIQUES AND SAMPLE SIZE

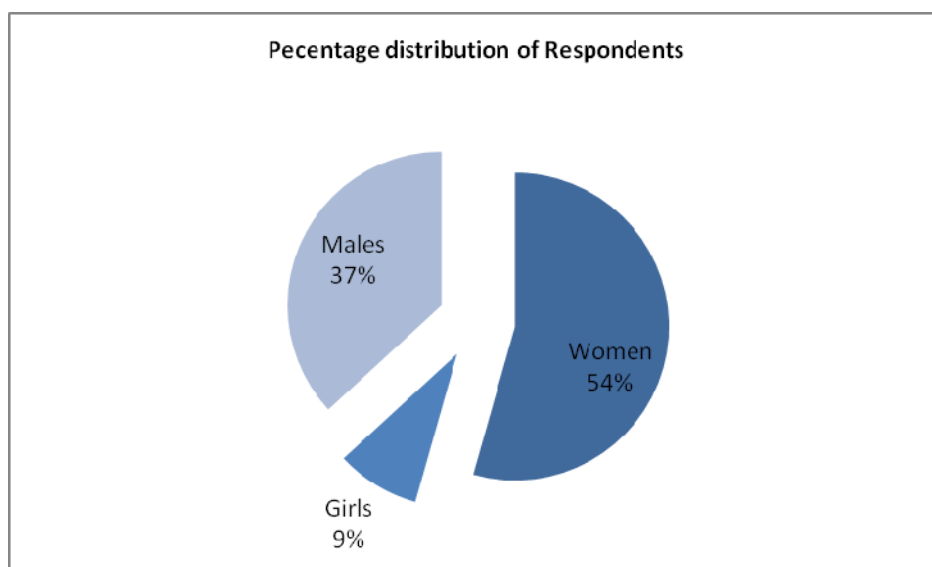
Consideration was given to the selection of respondents for the evaluation. About 114 respondents were spoken to comprising 72 females (63%) and 42 males (36%). Of the females, 62 were women and 10 were girls. The sample comprised the following:

- 8 people from WLAC comprising the Board, Management, project staff, and ordinary staff members in Kasulu and Dar Es Salaam
- 5 Ministry of Home Affairs law enforcement officers from the Refugee and Prison Departments in Kasulu
- 2 staff of the UNHCR in Kasulu and Dar Es Salaam
- 5 members of staff of IRC in Kasulu
- 2 members of staff of NOLA
- 4 journalists from Radio Kwizera in Kasulu and Nyarugusu Refugee Camp
- 19 refugee paralegals from Nyarugusu and Mtablila Refugee Camps
- 3 refugee camp leaders from Nyarugusu and Mtablila Refugee Camps
- 3 members of the Nyarugusu Refugee Camp Local Tribunal
- 35 women drawn from Nyarugusu and Mtablila Refugee Camps

- 10 girls drawn from Nyarugusu and Mtablila Refugee Camps
- 12 men drawn from Nyarugusu and Mtablila Refugee Camps
- 5 members of the host communities in Kasulu
- 1 person from OWA, a Cooperating partner of WLAC

The list of people interviewed is contained in **Annex 2**.

Chart 1: Chart indicating percentage distribution of respondents



Source of information: Interviews held with respondents

2.3 DATA COLLECTION METHODS AND TOOLS

A combination of different methods for gathering data was used to generate data for the final evaluation. The sources of data are described below:

Secondary data sources

The Evaluation reviewed the following documents supplied by WLAC: original project proposal, baseline survey report, project IEC materials, annual work plans and budgets, quarterly and annual financial and narrative reports, midterm evaluation report, audit report, human resource and financial manuals and the 2006-2010 Strategic Plan. The evaluation also reviewed key documents supplied by key stakeholders of WLAC like the UNHCR, IRC and NOLA. The Evaluation also reviewed key national documents like the 1998 Refugee Act and various policies on refugee issues in Tanzania. The review of the above documents was meant to map out what knowledge existed about the project, information on WLAC project experiences, achievements and gaps that need to be addressed. The review also meant to provide information on state of the refugee camps, situation surrounding refugees and the legal

framework on refugee issues in Tanzania. The document review also provided the basis for situational analysis on the project performance and direction as well as a basis for developing interview guides for different target audiences.

Primary Data

Qualitative and quantitative data was collected through gathering primary data using various instruments and methods including the following:

- Key informant interviews with WLAC Board, Management, project staff, other key staff, WLAC cooperating partner OWA, key stakeholders like UNHCR, IRC and NOLA using interview guides to obtain information on their views and perceptions on various issues relating to the goals, objectives and focus of the project
- Participatory focus group discussions (FGDs) were held with various refugee groups comprising paralegals, men, women and girls, to obtain information on their views on major achievements and challenges relating to implementation and management of the project activities. The FGDs were also held to clarify information obtained from interviews and document review.

Interviews were carried out in English with key informants and stake holders, while with refugees the interviews were conducted in Swahili for Nyarugusu refugees and Kirundi for Mtabila refugees.

Field observations

While in the refugee camps, field observations were conducted and key issues relevant to the Evaluation observed were recorded.

Case studies

Case studies were collected from women and girls relating to how the project has intervened in various SGBV situations they have encountered. The case studies are attached to the report as **Annex 3**.

2.4 DATA PROCESSING AND ANALYSIS

Data analysis was done both manually and quantitatively. All closed ended questions were coded and analyzed quantitatively using the statistical package in social science (SPSS). Open ended questions were analyzed manually through thematic and content analysis, focusing on key themes that emerged from the summarised data. Thematic analysis involved reading through the responses to evaluation questions and checklists and identifying the main themes or ideas in the data collection tools. Responses to evaluation questions and checklists were categorised, added up and frequencies of each response established. Data processing and analysis also made use of content analysis method which involved reading through the contents of the responses and making summaries. Each question was isolated so that corresponding responses were tallied against. They were then counted manually to determine the majority responses to make appropriate conclusion. Some important and sensitive quotes were selected and included in the report.

2.5 FACILITATING AND CONSTRAINING FACTORS

Overall, the evaluation process was thorough and effective, and provided good information because of the many facilitating factors outlined below. However, there were also some notable constraining factors that must be kept in mind when interpreting the data. Though some of these constraining factors could have an impact on the data, they represent a small minority of beneficiaries and instances, so the findings could be presented based on the data collected.

2.5.1 Facilitating Factors

The following were the facilitating factors that led to the efficient operation of the evaluation:

- Efficient logistical support from WLAC which made it possible for the evaluation team to reach all the selected respondents
- Effective language interpretation services offered by the WLAC staff and WLAC paralegals which has led to the generation of a comprehensive evaluation report
- Provision of the list of contact persons by WLAC
- Availability and willingness of representatives of Board, management, Staff, stakeholders, cooperating partners, paralegals, refugees for interviews and workshops

2.5.2 Constraining Factors

- The evaluation was not able to interview the Police manning the camps who were key beneficiaries of the project. The Police that had dealt and trained by WLAC had all been deployed to other parts of the country by the time the Evaluation was taking place. WLAC had trained three different contingents of the Police who are changed every six months. During the period of the Evaluation, a new contingent of the Police had just been deployed and knew nothing about WLAC and the project
- Time limitation due to reduced field days in Kasulu district and refugee camps where the project is being implemented. Initially, it was planned that six days would be dedicated to field days in Kasulu district and the refugee camps as follows: one day in Kasulu district, two days in Mtabila camp and three days in Nyarugusu camp. However field days spent in the refugee camps were reduced to one day in Mtabila camp and two days in Nyarugusu camp which was not adequate to accommodate all the work. The reduction of the field days was as a result of difficulties in accessing Kasulu district. Initially, the mode of transport from Dar Es Salaam to Kasulu was supposed to be by air, but the plan changed to road due to canceled flights. Because Kasulu is one of the towns in the furthest north west of Tanzania, this meant that four days were used to travel by road to and from Kasulu instead of the planned two days if the journey had been by air. This led to the reduced number of days spent in the field in the refugee camps.

CHAPTER THREE

3.0 PRESENTATION OF FINDINGS AND DISCUSSION

This section presents the findings of the Evaluation and further analyses them.

3.1 PROGRESS IN THE IMPLEMENTATION OF ACTIVITIES

Under the project being evaluated, WLAC implemented activities that were in the work plan as well as activities that had not been planned for but were vital to the successful achievement of the project aim and objectives.

3.1.1 Implementation of Planned Activities

The activities were planned to be implemented over a timeframe of three years, each year divided in four quarters. The following tables outline the progress that has been made so far in implementing the planned activities in the three years divided in Year 1, 2 and 3:

Activity Implementation in Year 1

The following table outlines the progress that has been made so far in implementing the planned activities in Year 1:

Table 1: Progress made in Implementation of Activities in Year 1

YEAR ONE			
Activity	Planned implementation time frame	Actual time frame when activity was implemented	Comment
Needs assessment/baseline survey	1 st quarter	1 st quarter	The activity was implemented during the actual planned time frame
Preparation of IEC material on refugee rights	1 st quarter	2 nd quarter	The activity was done in the second quarter because a bit more time was needed for planning and implementation
Dissemination of IEC materials	2 nd quarter	2 nd quarter	The activity was implemented during the actual planned time frame
Training workshop for paralegals in Kigoma	2 nd quarter	2 nd quarter	The activity was implemented during the actual planned time frame
Training for refugee paralegals	3 rd quarter	3 rd quarter	The activity was implemented during the actual planned time frame
Training for law enforcers	4 th quarter	4 th quarter	The activity was implemented during the actual planned time frame
Awareness campaigns using Drama and folk music	4 th quarter	4 th quarter	The activity was implemented during the actual planned time frame

messages on rights			
Follow up capacity building visits by Secretariat	4 th quarter	4 th quarter	The activity was implemented during the actual planned time frame
Procurement of office equipment	1 st quarter	1 st quarter	The activity was implemented during the actual planned time frame
Procurement of bicycles for refugee paralegals	4 th quarter	Pushed to Year 2	Bicycles could not be purchased there and then after training paralegals because WLAC wanted to ascertain the paralegals' commitment before handing bicycles to them
WLAC project review meeting and planning meeting	1 st quarter	Done in 3 rd quarter of Year 1	The activity could not be implemented in 1 st quarter because very few activities had been done for review meeting to take place during the initial planned time frame

Source: Project documents and interviews with project staff

Discussion

From the above scenario, it can be concluded that the project was on schedule in Year 1 as 10 out of 11 activities were done in Year 1 and only one activity of purchasing bicycles for paralegals was pushed to Year 2. This represents that 91% of activity implementation was done. The activity of purchasing bicycles for refugee paralegals was pushed to Year 2 because WLAC wanted to ascertain the paralegals' commitment before handing bicycles to them.

Even though awareness raising and campaigns were planned to be implemented in Mtabila and Nyarugusu camp, because of the official closure of Mtabila and a ban on public gatherings in the camp, the activity was only conducted in Nyarugusu camp. The situation was however beyond WLAC since the ban was official.

Activity Implementation in Year 2

The following table outlines the progress that has been made so far in implementing the planned activities in Year 2:

Table 2: Progress made in Implementation of Activities in Year 2

YEAR TWO			
Activity	Planned implementation time frame	Actual time frame when activity was implemented	Comment
Radio programmes on refugee rights	Throughout the year	Done throughout the year	The activity was implemented during the actual planned time frame
Training for refugee paralegals	1 st quarter	1 st quarter	The activity was implemented during the actual planned time frame. However 2 trainings were planned but only one was done because of the closure of one camp
Advocacy and lobbying training for paralegals	4 th quarter	4 th quarter	The activity was implemented during the actual planned time frame
Training for law enforcers	3 rd quarter	3 rd quarter	The activity was implemented during the actual planned

			time frame
Round table discussions with community leaders	2 nd quarter	2 nd quarter	The activity was implemented during the actual planned time frame
Awareness campaigns using Drama and folk music messages on rights	3 rd quarter	3 rd quarter	The activity was implemented during the actual planned time frame
Documentation and dissemination of survivor's stories	2 nd quarter	Not done	The activity was not implemented because the budget for documenting survivor stories through video was insufficient. It is planned that the activity will be done in Year 3 after funding is sourced elsewhere
Follow up capacity building visit by Secretariat	4 th quarter	4 th quarter	The activity was implemented during the actual planned time frame
Procurement of bicycles for refugee paralegals	Re-planned for 1 st quarter	1 st quarter	The activity was implemented during the actual re-planned time frame
Midterm evaluation	4 th quarter	4 th quarter	The activity was implemented during the actual planned time frame
WLAC project review meeting and planning meeting	2 nd quarter	Done in 3 rd quarter	The activity could not be implemented in 1 st quarter because very few activities had been done for review meeting to take place during the initial planned time frame

Source: Project documents and interviews with project staff

Discussion

From the above table, it can be concluded that the project was also on schedule in Year 2 as 10 out of 11 activities were done. It can also be seen that most activities were actually done during the actual planned time frame, representing 91% of activities done. For the paralegal training activity however, only one training workshop was done instead of the planned 2 because of the closure of Lugufu camp which was initially planned for in the project.

The activity that was not done in Year 2 is on Documentation and dissemination of survivor's stories. The project team explained that the activity was not implemented because the budget was not adequate for production of a video documentary. Also survivors of SGBV were not ready in Year 2 to testify their stories. However WLAC is committed to implementing the activity in Year 3 after raising more funding from other sources. Some SGBV survivors have also come forward willing to testify about their situation and are ready to have their stories documented. They have come forward because of the trust and confidence they now have in the project and WLAC. This is a lesson that such activities that are sensitive can only be done when trust and confidence has been won.

Like in Year 1, awareness raising and campaigns were not implemented in Mtabila camp because of the official closure of Mtabila and a ban on public gatherings in the camp.

Activity Implementation in Year 3

The following table outlines the progress that has been made so far in implementing the planned activities in Year 3:

Table 3: Progress made in Implementation of Activities in Year 3

YEAR THREE			
Activity	Planned implementation time frame	Actual time frame when activity was implemented	Comment
Awareness campaigns using Drama and folk music messages on rights	1 st quarter	1 st quarter	The activity was implemented during the actual planned time frame.
Radio programmes on refugee rights	Throughout the year	Done throughout the year	The activity was implemented during the actual planned time frame
Training workshop for paralegals in Kigoma	2 nd Quarter	Not done	The activity was not implemented because the budget was adequate to cater for the training. It is planned that the activity will be done after funding is sourced elsewhere
Training for law enforcers	2 nd Quarter	3 rd Quarter	The activity was done in 3 rd quarter because WLAC was awaiting for the deployment of a new contingent of police officers to the camps
Round table discussions with community leaders	4 th quarter	Not yet done	At the time the evaluation was being conducted, the activity had not yet been done but was planned for the same quarter
Production and dissemination of paralegal hand book	2 nd Quarter	Not done	The activity was not implemented because the budget was not adequate to cater for the production and dissemination. It is planned that the activity will be done in Year 3 after funding is sourced elsewhere
Stakeholders meeting	2 nd quarter	2 nd quarter	The activity was implemented during the actual planned time frame
Press conference	4 th quarter	Not yet done	At the time the evaluation was being conducted, the activity had not yet been done but was planned for the same quarter
WLAC project review meeting and planning meeting	4 th quarter	Not yet done	At the time the evaluation was being conducted, the activity had not yet been done but was planned for the same quarter
National advocacy and lobbying	Throughout the year	Not done	The activity was supposed to be done within a network of organizations involved in refugee issues. The network did not however takeoff so the activity could not be done too
Regional advocacy and lobbying on refugee rights	Throughout the year	Not done	The activity was supposed to be done within a network of organizations involved in refugee issues. The network did not however takeoff so the activity could not be done too
EU advocacy on refugee rights	Done Throughout the year	Done	The activity was done
End of project evaluation	4 th quarter	4 th quarter	The activity was implemented during the actual planned time frame

Source: Project documents and interviews with project staff

Discussion

The Final Evaluation was being done at the time when the Year 3 activities were being implemented. However, according to the annual work plan for Year 3, 10 activities out of 13 were supposed to have

been implemented at the time when the Final Evaluation was taking place. The remaining three activities are supposed to be done in the last three months of the project. As a result, the assessment of activity implementation in Year 3 will be based on the 10 activities that were supposed to have been implemented by the third quarter of Year 3.

From the above table, it can be seen that out of the 10 activities that were supposed to be done by the third quarter of Year 3, only 5 activities were done, representing a 50% implementation rate of the activities. Again like in previous years, awareness raising and campaigns were only implemented in Nyarugusu camp due to the continued ban on public gatherings in Mtabila camp.

From the interviews held with the project staff, Year 3 was characterized with the challenge of insufficient budget lines for activities leading to two activities not being implemented at the planned time. The project staff said even the activities that they managed to implement were characterized with budget cuts in certain budget areas. For example for workshops, participants had to be reduced in certain cases. The insufficient budgets were as a result of inflation and exchange rate changes that have taken place over the years.. Project staff interviewed said WLAC is however committed to implementing the activities and will source for funding from other similar budget lines of other funding agencies. The lesson learnt is that future planning should ensure that budgets for activities in the last year of the project phase should take care of inflation and fluctuating exchange rates.

The other activities which were not done are advocacy related activities planned for at national and regional levels. The activities were not done because they were supposed to be done within a network of organizations involved in refugee activities. However the network did not takeoff, leading to activities not being undertaken. The lesson is that there is need to intensify interactions within the network and share the project experiences with the stakeholders involved at all times.

The training workshop for law enforcers was done in 3rd quarter instead of 2nd quarter because WLAC was awaiting the deployment of a new contingent of police officers to the camps. Police officers in the camps were being changed every six months and WLAC had only planned for one workshop each year. This meant that at times the camp was manned by Police officers that were not trained. Future implementation of this activity should ensure that the training schedule corresponds with the deployment time table of the Police.

3.1.2 Implementation of Unplanned Activities

Apart from the activities contained in the project proposal, WLAC implemented 10 more activities that were not originally planned and budgeted for. The activities were however important to the successful implementation of the activities and achievement of the planned aim and objectives. In future, planning for the next project phase should be comprehensive and ensure that all possible activities are planned for to avoid implementing activities that are not in the work plans. The fact that such a big number of unplanned activities were conducted shows that there was no adequate planning for the first phase of

the project. The implementation of activities that were not originally planned for led to budget, human resource and time constraints. Unplanned activities included the following:

- **Stakeholders meeting to introduce the project to key stakeholders**

The activity was implemented in Year 1 at the beginning of the project. The objective of the activity was to introduce the project to stakeholders in Kasulu that included UNHCR, MHA, NOLA, IRC, social development officers and welfare officers. The meeting was also meant to take stock of what the stakeholders were doing in the camps. The activity was important especially that the project was received with mixed reactions when implementation begun. MHA was particularly concerned that WLAC was introducing a project at the time when camp closure threats had reached the peak, especially for Mtabila where all activities had been stopped. However over the years, MHA has come to appreciate the work that WLAC is doing especially in raising awareness on SGBV and is strongly recommending for the replication of the project.

However the recommendation to WLAC is that this activity should be extended to the national level. The project should be shared to Government and other key stakeholders at national level.

- **Building of office block for Paralegals in Nyarugusu camp**

Initially, there were no plans to build any office block for paralegals in Nyarugusu. However after the paralegals started their work, it was inevitable that they should have an office because it became difficult to operate without one. Since paralegals had no office, clients were following them to their places of work for those who work, at their homes, on the road, at clients' homes, etc. They did not have anywhere to keep the files and kept them either in their homes and or at their places of work.

WLAC and paralegals shared the cost of building the office block which has a reception, office room and counseling room. Since there were very limited resources, WLAC only bought roofing sheets, window frames and a few building materials, while Paralegals molded bricks, provided wood and provided labour to build the office. Since the project is coming to an end, in the next project phase, it is important that WLAC assists the Paralegals in furnishing the office with furniture and bringing office equipment necessary for paralegal work.

- **Rapid Assessment of Mtabila Refugee Camp**

The rapid assessment was done in the first year of the project. The objective was to ascertain whether it was still necessary to implement activities in Mtabila refugee camp since it had been declared closed by the Tanzanian Government. The assessment was also conducted in order to understand the problems being faced by women and girls resulting from the repatriation pressure. There was also a lot of discouragement from stakeholders as all organizations were withdrawing their services from the camp. Against this background, WLAC undertook the assessment and the findings were that it was important to implement the project because the human rights of women and girls were being violated and had heightened especially that the Police and other law enforcement agencies had reduced their activities in the camp. Also a lot of human rights had been violated against refugees as they were being forced to

repatriate which included burning down houses and cutting down of crops. The assessment recommended the urgent need for WLAC to conduct human rights awareness. The implementation of this activity was necessary because it justified why WLAC should be implementing activities in a camp that has declared closed. Over the years, WLAC's stakeholders have come to appreciate the work that WLAC is doing in Mtabila camp.

- **Training Workshop for Camp leaders**

The activity was conducted in the Second year of the project after seeing need to enlighten Refugee Camp leaders on human rights issues because of the important decision making role they played in the camps. They were also informed about the newly established paralegal units in the two camps. This is an important activity that should be embedded in the next phase of the project as camp leaders have an influence in the camps and are crucial in raising awareness and combating SGBV.

- **Provision of Legal aid services to host communities**

Initially, the WLAC Office in Kasulu was designed to service the 'Access to Justice for Refugee Women and Girls' project. But once the project office opened, local women from the host communities have been flocking to WLAC Kasulu Office for legal advice on various issues. The radio programmes aired on Radio Kwizera in Kasulu has made the office even more popular and people have been visiting it even to collect publications on women's rights. Since the office opened, the legal officers have been able to attend to over 240 clients mostly needy women from the host communities. The clients present various legal problems some of which have been able to be resolved.

It is important that the project in its next phase includes the component of providing legal services to the host communities especially vulnerable women. The activity is inevitable because SGBV incidents are also high in the host community as revealed by the MHA and the women met from the host communities. There is also need to introduce awareness raising and sensitizations in the host community to sensitise the men on SGBV since they are also perpetrators of SGBV in the refugee camps especially Mtabila which is very near to the Tanzanian villages.

- **Commemoration of International human Rights days on Refugee and Women and Girls' Issues**

Since the project was initiated in Nyarugusu and Mtabila camps, WLAC has always been involved in commemorating international human rights days some of which include International Women's Day, 16 Days of Activism, Africa Child Day, Refugee Day, etc. Stakeholders in the camp involve WLAC in all the joint activities concerning the commemoration of the human rights and in sharing tasks WLAC is given the responsibility to coordinate awareness activities on legal rights for women and children. During these events WLAC distribute IEC materials like posters, fliers reaching to a large number of refugees and sensitizing them about women and children's rights. This is also an activity that should be included in the next project phase as it is relevant to the project.

- **Purchase of Motor vehicle**

When the project was being designed, it was not envisaged that there would be need to visit the camps regularly. The distance between the camps and Kasulu was also not foreseen. The distance between Kasulu Office and Mtabila is an hour's drive and for Nyarugusu the distance is almost two hours drive. Because of this situation a project vehicle was bought with further funding provided by Baring Foundation. Since the vehicle was bought, the project has been struggling to meet vehicle running and maintenance costs since they were not there in the original budget. It is important that such costs are included in the next phase of the project.

- **Interagency Meetings**

WLAC attends Interagency meetings that are organised by UNHCR and held to discuss the work being done by partners in the refugee camps. The meetings are held in Kigoma which is further from Kasulu where the WLAC office is situated. Attending the meetings entails that WLAC has to spend on transport, accommodation and meals for staff. WLAC however has no choice but to attend the interagency meetings because they are key to its work and experience sharing. It is important that WLAC plans for these meetings in the next project phase.

- **SGBV Coordination meetings**

As one of the key organizations working on SGBV issues, WLAC is mandated to attend the SGBV Coordination meetings conducted in the camp every month. This is an extra cost for WLAC because WLAC has planned regular visits to go to the camps. The camps are far, Mtabila is one hour away while Nyarugusu is about two hours away and this means that WLAC has to spend extra resources when called upon to attend the SGBV Coordination meetings. It is important that WLAC plans for these meetings in the next project phase.

- **Engagement of Additional Staff**

In its original project structure, there was supposed to be one legal officer at the Kasulu Office, supported by an administrative staff. However over the years it has been proved that the services of extra legal officers are needed as the work burden is too much for one legal officer. In 2009, one more legal officer was engaged bringing the number to two. There is still a lot of work to be done especially that WLAC is now giving legal aid to the host community and being involved in other stakeholders activities which are also vital to the work of WLAC. There will be need to engage a third legal officer if the project has to continue working effectively. There is also need to engage support staff as WLAC has been hiring services of a driver, guard and office assistant. The next project phase should formalize these positions.

3.2 PROGRESS MADE IN ACHIEVING PROJECT AIM, OBJECTIVES AND EXPECTED RESULTS

The terms of reference required the evaluation to provide information on the progress made towards achieving aims, objectives and expected results of the project. The information on whether these were achieved is outlined below:

3.2.1 Project Aim

The aim or broad objective of the project is ***to assist refugee women and girls to access justice and to strengthen the capacity of refugee communities in Tanzania to respond to sexual and gender based violence in the refugee camps namely Nyarugusu and Mtabila.***

Discussion

The Evaluation established that the project managed to assist refugee women and girls in Mtabila and Nyarugusu in accessing justice in responding to SGBV issues as evidenced by the testimonies given by women and girls spoken to (See **Annex 3**). The women and girls said by training refugees and establishing paralegal units, WLAC had brought closer to them justice which was difficult to access before the project was introduced.

One woman had this to say: " I was totally in darkness on what to do if I encountered any SGBV. There was a time when I thought it was very normal and part of life to be beaten by my husband and or harassed by my husband's relatives. Because it was happening in most homes in the camp, I thought it was the way of life. But after WLAC sensitized me on my rights and brought paralegals, each time I am beaten I go there and my husband is summoned. He has now stopped beating me."

The project also managed to strengthen the capacity of refugee communities in Tanzania in responding to sexual and gender based violence in the camps. This can be evidenced by the testimony given by a member of the Local Tribunal in Nyarugusu camp who said that sensitizations and training workshops on legal and human rights issues have enabled him to handle cases better than before the project was implemented.

The Camp Leaders in both Mtabila and Nyarugusu camps also felt that the work that WLAC was doing in the camp has assisted in strengthening capacity of refugee communities to respond to sexual gender based violence. They said in the past, it was rare for communities to rally behind a woman seeking justice after encountering SGBV. Now the community leaders and other ordinary people in the communities lead a woman to the right place to access justice and they are no longer ashamed to associate with such a one, even if it is a rape case.

3.2.2 Project Objectives

Objective 1: To sustain and strengthen the capacity of refugee communities in the camps in their response to SGBV through training sessions, mass meetings and awareness raising

Activities done to achieve the objective: Drama and folk music messages on rights, Radio programmes on refugee rights, Preparation and dissemination of IEC materials, awareness campaigns, and Round table discussions with community leaders.

Discussion

The Baseline Survey conducted by WLAC in Mtabila and Nyarugusu refugee Camps in May 2008 at the beginning of the project revealed that women and men lacked basic understanding of essential rights and how to access the same. One of the major complaints from the respondents was on their lack of access to information on laws and regulations governing their everyday life as refugees.

The Evaluation is of the view that this objective has been achieved as different groups within the refugee community (girls, women, men and community leaders) were able to testify during interviews and focus group discussions that the activities conducted by WLAC have strengthened their capacities in responding to SGBV. They cited activities like drama, music, traditional songs, debates, campaigns, dissemination of educative materials on legal issues and radio programmes, as being helpful to them in empowering them with information on how to respond to SGBV. The sensitization conducted by WLAC has been addressing issues on women and children's rights, gender based violence, harmful traditional and cultural practices.

The girls, women and men spoken to said the radio programmes were very educative on issues of SGVB and women's rights. They added that the means of communication was very effective as it was the only radio station that reached the camps. They were also happy with the use of drama which they said provided entertainment, which was rare in the camp, at the same time educated them on refugee and SGBV issues. They said since the majority of the refugees could not read and write, drama was the best mode of educating them on human rights issues.

For publications and other IEC materials, the paralegals, camp leaders, members of the Local Tribunal and the Sungusungu (local police) said they found the materials very useful in their operations as they always made reference to them as they administered the law in the camps. They however complained that the IEC materials were always in short supply and on high demand. Ordinary men, women and girls also appreciated the publications and IEC materials saying that the IEC materials were utilized and referred to even in their day to day activities.

One refugee man in Nyarugusu camp Mr Mandengo Matenga Walker had this to say, *"Through the awareness programmes conducted by WLAC in this camp, we now know women have rights and that*

SGBV is a very big crime that should not be committed. We have been seeing people being arrested being taken to jail and we want to change and respect the women."

The other evidence that the capacity of refugee communities in the camps in their response to SGBV was sustained and strengthened is on how they are dealing with SGBV cases now after being trained and sensitized by WLAC as compared to how they were doing it in the past. The camp leaders and the Local Tribunal confessed during interviews that in past they favoured men and not women in most SGBV cases. However after being trained by WLAC, they no longer entertain any SGBV case. They quickly refer them to the Police, NOLA, WLAC or paralegals. Although the Local Tribunal's cardinal objective is to preserve culture, the members said they have been throwing out cases that discriminated against women like widow inheritance, compensation of girls, etc ever after receiving training from WLAC.

By involving various refugee community groups in the project, as well as training the groups in refugee camps, WLAC has managed to sustain and strengthen the capacity of refugee communities in the camps because the groups now feel as if they own the project. The community groups trained include SGBV units, women peace groups, sexual exploitation committees, Local Tribunals, youth groups, Gender and development Department, Child Protection departments, Drama groups, men associations, religious leaders, counselors, and local Police or Sungusungu.

Objective 2: To promote and increase refugee women's and girls' equal access to and full participation in informal and formal justice systems and to enable women and girls to address SGBV and other human rights abuses through capacity building training sessions and information sharing

Activities done to achieve the objective: Drama and folk music messages on rights, Radio programmes on refugee rights, Preparation and dissemination of IEC materials, awareness campaigns and Round table discussions with community leaders and training of paralegals.

Discussion

The Evaluation established that WLAC managed to promote and increase refugee women and girls' equal access to and full participation in informal and formal justice systems. This can be evidenced by women paralegals that have been trained and are directly participating in informal and formal justice system, by working closely with the Police and the local Tribunals in handling SGBV cases. The women paralegals in the two camps are also actively involved in giving legal advice to refugees. Out of the 37 paralegals in Mtabila, 17 are women symbolising a 46% representation and in Nyarugusu there are 15 women paralegals out of 33 representing a 45% representation. The Local Tribunal which administers customary laws in the camp also said that women are now participating as members of the current Local Tribunal. There is one woman represented on the Local Tribunal with four members. This shows 25% women's participation in the affairs of the Local Tribunal.

As far as women and girls' access to informal and formal justices is concerned, the Evaluation was able to prove the capacity of refugee women and girls have been built to an extent of knowing their rights

and where to access justice when SGBV incidents occur. Women are able to present their cases to various justice systems in the camp without any hindrance. This is unlike in the past when women were discouraged by the community to report cases. Both the Law enforcement officers from MHA and Local Tribunal members confirmed this during the interview. Before WLAC implemented the project, the baseline survey conducted by WLAC⁷ in May 2008 reported that women were reluctant to report SGBV cases especially rape cases because the Police referred the cases back to be handled by families and most times perpetrators went scot free and the victims never received any help. During Focus Group Discussions, women reported that they are now being taken seriously by the Police after WLAC sensitized them.

Women testified that they are reporting various SGBV cases to both formal and informal justice systems and are being given priority attention, especially by the Police. MHA officers spoken to revealed that they were now taking SGBV cases serious than before they were sensitized by WLAC. They now ensured that SGBV cases were pursued to the end and some refugee perpetrators have been convicted. The visit by the Evaluation Team to the Prison in Kasulu confirmed this as it was revealed that some refugees from Mtabila and Nyarugusu were convicts jailed for various SGBV cases including rape and domestic violence.

In addition to the programmes that WLAC was undertaking in the camps to increase capacity of girls responding to SGBV, the girls interviewed recommended that additional programmes that are tailor made for them should be introduced by WLAC. Such programmes should be taken to schools where girls will speak freely and not in the communities. They said they could talk about the problems they faced freely in schools because some SGBV cases involved their parents and would be difficult to discuss in front of their parents.

Objective 3: To strengthen the provision of legal aid services in the camps through training local community paralegals to provide free legal services to disadvantaged women and children as an integral part of legal aid services in the camp

Activities done to achieve the objective: training workshops for refugee paralegals, Training of Kigoma paralegals in refugee rights, Advocacy and lobbying training for paralegals, establishing paralegal units in Mtabila and Nyarugusu camps, Radio programmes on refugee rights, Preparation and dissemination of IEC materials, etc.

Discussion

There is evidence to show that free legal aid services in the Mtabila and Nyarugusu camps are being provided to disadvantaged women and children and further there is also evidence indicating that paralegal operations have managed to strengthen legal services in the camps. Initially, WLAC planned to

⁷ Women Legal Aid Centre, (2008) Baseline Survey report on Access to Justice for Refugee Women and Girls, Kasulu

work in three camps including Lugufu refugee Camp, but the Government of Tanzania had closed it by the time WLAC started implementing the project. Information to prove the above assertion is the existence of refugee paralegals in the camps and the paralegal units they have established called Nyarugusu Wasaidizi wa Sheria Kambini Nyarugusu (WASHEKANYA) in Nyarugusu refugee Camp and Wasaidizi wa Kisheria (WAKI) in Mtabila. About 70 (38 men and 32 women) paralegals have been trained in the two camps and have undergone follow up refresher courses and other capacity building training workshops.

Evidence proving that disadvantaged women and children are being provided free legal services in the camps can be confirmed by interviews held with women and girls during the Evaluation and attached as **Annex 3**.

Paralegals provide legal services to refugee women, men and children. The services provided include legal advice, counseling, mediation, reconciliation, etc. They try by all means to assist clients and refer the cases they cannot handle to relevant authorities. For example all protection related cases are referred to UNHCR, criminal cases to the Police, technical legal related cases to WLAC and NOLA lawyers, etc.

The WAKI and WASHEKANYA Paralegals have managed to score achievements despite working under very strenuous conditions. Paralegals who mostly have other responsibilities in the camp since they also work for other organizations, still have time after work or during working hours to assist clients when they are followed at their work place or on the road. They also follow clients at their homes whenever and whatever time they are called upon. In short, they have no permanent office. Paralegals also conduct their work on a voluntary basis, and they revealed that sometimes they go an extra mile to use their own resources in performing their duties.

Despite Waki Paralegal Unit in Mtabila also scoring achievements, they have been working under very difficult situations because of the restriction placed on movements in Mtabila Camp by the Government of Tanzania. However, the paralegals have exhibited courage and ability to continue providing legal aid to vulnerable refugees in such difficult circumstances.

An official from NOLA, an organization that provides legal advice to refugees in the camps, said the paralegals trained by WLAC have contributed to the strengthening of provision of free legal aid in the camps as the paralegals are able to assist most vulnerable refugees including women and children with most ordinary conflicts that they come into contact with on daily basis. She said refugee women and girls have been greatly assisted in accessing justice through the established paralegal units.

Objective 4: To strengthen and build the capacity of law enforcers to recognize sexual and gender based violence, to encourage host communities to respect the rights of refugees and to provide training on how to deal with refugees during times of decision making

Activities done to achieve the objective: About 75 law enforcement and other Government officers have been trained by the project. Law enforcement officers included the Department of Police, Refugee Department, Prison Department and Immigration Officers. Other Officers were social welfare officers, community development officers, Magistrates, Camp settlement officers.

Discussion

The Evaluation established that the capacity of law enforcers to recognize sexual and gender based violence has been strengthened and built through activities conducted by WLAC. The training that WLAC conducted for law enforcement and other officers on women's rights and SGBV, refugee rights, children's rights enabled the law enforcement officers to be sensitized on such issues.

One of the prison officers Ms Regular J. Mbuya interviewed said: *"The training conducted by WLAC has improved my capacity in handling refugees and appreciate the fact that refugee convicts have the same rights as ordinary Tanzanians citizens"*.

One of the women refugees interviewed in Nyarugusu camp, Ms Nyasa Mleshibwa said: *"The Police used to turn us away when we take domestic violence problems to them saying those were domestic issues and we should handle them within our families. Now after WLAC trained them, the Police ensure that the SGBV cases are dealt with conclusively and there had been cases that have been successfully completed and perpetrators convicted. I wanted to withdraw a case but I was refused by the police."*

Mr Frederick Nisajile, the MHA Commandant for Nyarugusu and Mtabila refugee camps said WLAC has managed to build the capacities of law enforcers. He said the law enforcers trained by WLAC are actually in the fore front of encouraging host communities to respect the rights of refugees. He added that the law enforcers used the knowledge learnt from WLAC to assist refugees during times of decision making like repatriation.

Despite this objective being successful, the WLAC Project staff said they faced a challenge in implementing the training workshop for Law enforcers in terms of involving the Police who were deployed every six months. Since the training was just being done once each year, it meant that at some point the Police manning the camps would be those not yet trained.

The Evaluation recommends that in future, two trainings should be scheduled in each year so that officers manning the camps are sensitized in issues of refugee rights, human rights and women's rights. Camp Leaders interviewed said Police officers trained by WLAC were sensitive and paid attention to human rights issues when handling refugees. While those not trained handled refugees like criminals.

At the time the Evaluation was being done, a new contingent of the Police had just been deployed and the Police that were in the camps had not yet been trained by WLAC in human rights, women's rights and refugee issues. The Police were observed moving around the camp patrolling with guns and looking very fierce as if they were guarding very dangerous criminals. The camp leaders said once trained, the Police stopped moving around with the guns and stopped treating refugees like criminals.

3.2.3 Expected Results/Outcomes

The original project proposal outlined the expected results that were to be achieved after implementing the four principle activities. The discussion below shows whether the expected results were achieved or not.

Principle Activity 1: Establish paralegal units in four refugee camps and build their capacity and that of WLAC Kigoma Paralegal Unit to provide good quality paralegal advice, referral and counseling to refugee victims of sexual and gender based violence.

Expected Results/Outcomes

- Improved capacity of refugees, particularly women and girls to access justice and support where they have been victims of human rights abuses
- Improved WLAC capacity to provide legal aid to refugees, education and advocacy on the rights of refugees
- Increased ability of WLAC to engage multiple stakeholders at all levels on refugee rights

Discussion

The above principal activity has been done and has been broken down into many specific activities that were implemented. The activities have however been implemented in two camps and not four as planned because currently there are only two camps in existence as others have been closed.

The first expected result on improving the capacity of refugees, particularly women and girls to access justice has been achieved as can be evidenced by the numbers of refugee women and girls in both camps reporting SGBV related cases to the GBV offices, Police, Paralegals and other justice systems within the camp.

The second expected result of improving WLAC capacity to provide legal aid to refugees, education and advocacy on the rights of refugees has also been achieved through the WLAC Paralegals stationed in the camps providing legal aid services to the refugees. Also through the WLAC lawyers who visit the camp every month to give technical support to the paralegals at the same time meet refugee women and girls to give them technical legal advice that cannot be given by paralegals.

The expected result of increased ability of WLAC to engage multiple stakeholders at all levels on refugee rights was partially achieved as WLAC managed to do this at district level in Kasulu where WLAC is

working closely with its stakeholders like UNHCR, NOLA, IRC, MHA on issues of refugees. These organizations are also able to involve WLAC in their work. However at national level, this has not been very successful as the planned network amongst WLAC and other organizations on refugee issues has not been able to take off.

Principle Activity 2: Build capacity of refugee hosting community on refugee rights

Expected Results/Outcomes

- Increased knowledge amongst refugee hosting community of refugees' legal and human rights
- Improved access for refugees to legal/welfare services

Discussion

The expected result on increasing knowledge amongst refugee hosting community on refugees' legal and human rights has partially been fulfilled as part of the hosting community has been reached while others have not been reached. The project mainly reached law enforcement officers like the police, refugee officers, prison officers and social welfare officers. The law enforcement officers appreciated the training conducted by WLAC. They said the training has helped them know how to handle refugees that are in conflict of the law. The MHA liaison officer for Mtabila and Nyarugusu refugee Mr Nisajile said the Police no longer send away refugees to handle SGBV matters at home, instead they ensure that the due process of the law is followed. Prison officers said they now treat the refugee prisoners just like any other Tanzanian prisoner.

However there were no direct activities targeting the larger host community apart from the radio programme. A meeting held with selected members of the host community who comprised women only, recommended the need to introduce more activities that would raise awareness on the rights of refugees as some Tanzanians tended to abuse refugees.

In Mtabila camp, camp leaders and refugee men and women also recommended the need for WLAC to extend the project activities, particularly awareness activities, to the nearby Tanzanian villages because some Tanzanians were perpetrators of SGBV encountered by refugee women and girls. Since refugee men had been sensitized, there was also need for the Tanzanian men in the nearby villages to be sensitized.

Because of the proximity of Mtabila refugee camp to the Tanzanian villages, the refugees revealed that there was a lot of interaction between refugees and host communities in various ways including intermarriages and mere male/female relationships, business opportunities, etc. Refugee women who got married to Tanzanian men moved out of the camps to live in the villages, while refugee men who married Tanzanian women brought them in the camp.

The expected result on improved access for refugees to legal/welfare services was also achieved. The refugees were able to have access to legal services provided by WLAC paralegals and WLAC lawyers. On

the welfare part, paralegals have been able to refer refugees to relevant organizations within the camps to access various welfare services. E.g. the paralegals have been able to resolve a lot of problems involving ration cards by referring refugees to UNHCR to handle their problems. The testimonies by girls and women attached to this report in **Annex 3** explain this.

Survivors of SGBV have been able to access welfare services apart from legal services. They are given counseling, material support, etc, once WLAC paralegals refer them to the organizations responsible for providing such services.

Principle Activity 3: Legal and human rights education for refugees

Expected Results/Outcomes

- Refugees particularly women and girls in the four camps know and can demand their human and legal rights and access to justice
- Increased participation by refugees, particularly women and girls in decisions affecting their lives and welfare

Discussion

From the discussion above, it can be concluded that refugees, particularly women and girls in the camps know and can demand their human and legal rights and access to justice. The activity will however need to be up scaled to reach other women and girls who have not benefited from this service. The refugees in Nyarugusu refugee camp recommended on the need to upscale the activity since Nyarugusu's population increased to twice the number after refugees from the closed Lugufu Camp were brought to Nyarugusu Camp.

From the interviews held with the women refugees, it is evident that some refugee women and girls are able to participate in decisions affecting their lives and welfare. One woman in Nyarugusu refugee camp interviewed revealed that she was about to be inherited by her brother in law after her husband died. After visiting WLAC paralegals, the relatives were summoned and they were able to reason with them and she was left alone.

The recommendation is that WLAC will still need to continue sensitizing refugees as it is however still difficult for women and girls to be allowed by families to make their own decisions even if it is something to do with their lives. This is because attitudinal change is challenging and long term. Social and cultural norms that subjugate women are deeply entrenched in the refugee population and have given rise to SGBV.

Principle Activity 4: Advocacy and Lobbying for refugee rights

Expected Results/Outcomes

- Refugee community and WLAC understand and applying skills in advocacy and lobbying to advocate for rights and reforms
- Review of existing Tanzania Act and policy conducted

Discussion

At district level in Kasulu, WLAC has managed to some extent to advocate for the refugee rights. For example, the permitting of introducing informal education for children in Mtabila camp was as a result of intensive advocacy by various organizations working in the camps including WLAC. Even though there is a ban on movement of refugees, WLAC is able to lobby for its paralegals to attend some important meetings outside the camp. The fact that WLAC has been operating in a camp which was declared closed and services withdrawn is also evidence that WLAC is applying some lobbying skills for refugee issues.

The refugee community, in particular the refugee paralegals, were trained in advocacy and within the camps they have been utilizing the skills to assist refugees on various problems by speaking on behalf of the refugees. Refugees who are not able to approach authorities in the camps seek help from paralegals who assist them.

However the recommendation is that there is need for WLAC to intensify lobbying UNHCR and MHA to put in Mtabila refugee camp an appropriate measures to protect the most vulnerable populations who are not willing to return to Burundi, particularly women survivors of SGBV, unaccompanied and separated children and those living with HIV/AIDS and disabilities.

The expected result on advocacy to influence the review of existing Tanzania Act and policy which was supposed to be done at national level, has been difficult for WLAC to attain because of the political sensitivity on the issue. WLAC has been trying to work with other Tanzanian organizations which form the Network on Migration and Humanitarian Affairs so that it is not singled out by Government when advocating on the issue. Unfortunately the activities of the network have not been able to take off. In the next project phase, WLAC should ensure that the network is operational for the advocacy activities to be achieved.

3.3 PROJECT ORGANISATIONAL AND MANAGEMENT

It is the opinion of the Evaluation that the implementation and organization of the project over the three-year period was comparatively smooth and effective.

3.3.1 Project Design and Structure

The documents reviewed and interviews held reveal that the project has a clear line of accountability through the active Board of Directors that provide policy guidance; the Management that closely supervises, takes an active participation in the affairs of the project and monitors its progress; and the committed and qualified project staff that implements the project.

The initial structure of the project at the level of Field Office consisted of the Project Coordinator and an Administrator. However over the years it was established that the project actually needed two legal officers as there was little that the Administrator was contributing to project programming. When the Administrator's contract came to an end in the second year of the project, the position was replaced with a second legal officer, a new position introduced in the structure. Other than this structural change, there has been no other major significant change made in terms of project design and structure during implementation over the years.

However it is evident that WLAC needs to introduce another position for a legal officer due to the large amount of work at the Kasulu project office, especially that legal services have been extended to the host communities. It is also imperative that support staff is engaged as their services are needed. Currently WLAC has been engaging the services of a driver, guard and office assistant. But these positions are key to the project and should be formalized. The services of the guard are essential as frequent robberies reported in Kasulu pose the insecurities.

3.3.2 Programme Reporting

The system applied in reporting is quarterly progress reporting and annual reporting. The review of quarterly and annual reports accessed indicate focus on activities done, results achieved against the plan, outputs meeting objectives, as well as external and internal challenges influencing achievements. The Evaluation concludes that the reporting system is strong. The interview held with WLAC's project cooperating partner OWA established that both OWA and its back donor Baring Foundation were satisfied with the timelines and quality of the reports

3.3.3 Financial Management

The financial documents reviewed showed that WLAC has a viable financial system, with annual audits carried by reputable firms and approved by the Board of Directors. The organisation also has in place financial systems that ensure that funds are spent appropriately by the project staff. Perusal through the Audit report and financial reports showed that there has been no financial management issue raised with regards to accounting system utilized.

The Evaluation established that budgets allocated to the project have been spent appropriately with close consultation with the donors. The interview held with WLAC's project cooperating partner OWA

established that both OWA and its back donor Baring Foundation were satisfied with the timelines and quality of financial reports and audits submitted by WLAC. OWA feels that funds have been well managed by WLAC and also stretched to accommodate many activities.

3.3.4 Monitoring and Evaluation

WLAC has an in built monitoring and evaluation system and it was evident that monitoring and evaluation were used effectively as a management tool to obtain accountability or measure progress or to direct the implementation of the project. WLAC Management and Monitoring and Evaluation staff conducted regular monitoring visits to the project site to monitor the progress of the project to ensure that the project was on schedule and that planned targets were being achieved. This helped the project to run on course and ensured that all activities were implemented except the ones that could not be implemented due to budget limits as outlined above.

Through the documents reviewed and interviews held, the Evaluation was also able to establish that WLAC held regular (annual) Project Review and Planning meetings attended by Management and project staff. The meetings discussed progress of the project, constraints and planned the way forward.

3.3.5 Internal and External Communication

The Evaluation established that the good communication that WLAC has maintained within and outside the organisation with its cooperating partner OWA has helped it to run the project effectively. The good communication within the organization led to the Dar Es Salaam office to respond to the needs of the project in a timely and appropriate manner and respond to needs related to the programme and administrative. E.g. appointment of the legal officer; engagement of part time support staff, etc.

The good communication maintained with OWA and its back donor Baring Foundation contributed greatly to the project success. The cooperating partners were constantly made aware about the challenges on the ground and OWA and Baring Foundation also responded swiftly by going out of way to provide both moral and financial support to the project beyond the funding agreements. OWA and Baring Foundation responded by providing extra funding for things that were not initially budgeted for like the vehicle, bicycles, office equipment, strengthening of paralegal offices, etc. The two partners also managed to visit the project which is based in a very remote geographically location of Tanzania.

3.4 RELATIONS WITH STAKEHOLDERS

It is evident that WLAC has managed to acquire recognition and trust from its stakeholders in the three years that it has been operating in Kasulu. The Evaluation established that WLAC is held in high esteem by the MHA which is the Government agency working in refugee issues, UNHCR representing the international community, implementing stakeholders like NOLA and IRC, the community within Kasulu and various community groups within the refugee camps. The views uttered about WLAC and the project by the above stakeholders during interviews held, clearly indicate that the WLAC project team

has demonstrated its ability in establishing excellent relations with all stakeholders. The stakeholders view WLAC as a focal point organization for addressing women and children's issues in Kasulu, not only to the refugees but also to the host community. For example, UNHCR in an interview said that it recognized WLAC as an important operational partner in the refugee camp and also said the organisation's programmes are very valuable and should be sustained at all times.

The recognition of WLAC by its stakeholders is reflected in the collaborative work and consultations that stakeholders get from WLAC over important national issues on women and children. Time and again WLAC is invited to facilitate legal trainings in other organizations workshops and seminars. WLAC is also mandated to be the lead organization by UNHCR on issues of women and children during important stakeholder processes like the Interagency meetings held to discuss the work being done by various partners working in the refugee camps. When new laws on issues of women and children are introduced in Tanzania, WLAC is requested to sensitise stakeholders on the new laws.

One of the stakeholders, IRC, is pursuing ways of working with WLAC in a more formal way. It informed the evaluation that it plans to go into a memorandum of understanding with WLAC over project implementation and resource mobilization. It will work with WLAC in sourcing funds for certain joint ventures so that WLAC should deal with issues relating to women and children and it will concentrate on other issues affecting the general human rights of refugees.

The MHA Liaison Officer for Mtabila and Nyarugusu Camps, Mr Frederick Nisajile confessed that when WLAC first presented itself in Kasulu District in 2008 to commence the project, his reaction towards the organization was negative because it was intending to implement the project at a time when Government had heightened the closure of the camps. Mr Nisajile said his views on the project are now different after seeing what the organization has done in the camps. He said WLAC's presence in Mtabila is very important despite the camp being closed due to women's rights violations that are occurring there as a result of the effects of the closure.

The recognition of WLAC by stakeholders has been extended to its refugee paralegals in the camps. Stakeholders mentioned above involve refugee paralegals in all important matters and events that occur in the camps. They are invited to facilitate on legal issues during seminars and workshops by other organizations in the camps. In Mtabila Camp, the WAKI Paralegals' work is so valued that they have even been offered office space to operate from. In Nyarugusu, authorities have given the WASHEKANYA paralegals land on which to built an office block.

3.5 EFFECTIVENESS, EFFICIENCY AND SUSTAINABILITY OF THE PROJECT

The terms of reference required the Evaluation to provide a clear overview of the effectiveness, efficiency, and sustainability of work.

3.5.1 Project Effectiveness

It is the opinion of the Evaluation that the implementation of the project was very effective as the stated aim, objectives and expected results of the project were to a large extent achieved. **(please refer to section 3.2 Progress made in achieving project aim, objectives and expected results)**. This section clearly shows that to a large extent, the aim, objective and expected results were attained. Some objectives could not be fully achieved due to certain challenges encountered by WLAC that were beyond the control of the organization like the ban on public gatherings in Mtabila Camp by the Government which prevented the organization from implementing mass sensitizations campaigns in the camp.

The opinions and impressions of the target groups and key stakeholders expressed above also show that the project was very effective and managed to achieve the objectives. Attached in **Annex 3** are case studies of women and girls who testify on how WLAC was able to promote and increase their equal access to and full participation in informal and formal justice systems. The women also testify how WLAC empowered them on how to address SGBV and other human rights abuse through capacity building training sessions they attended and information sharing activities they benefited from.

The refugee community representatives like Camp Leaders and members of the Local Tribunal explained that through training sessions, mass meetings and awareness raising campaigns that WLAC conducted in the camps, the organization managed to sustain and strengthen their capacity and those of the refugee communities in responding to SGBV incidents in the camps.

The effective work of the paralegals in the camps is testimony on how WLAC has managed to strengthen the provision of free legal aid services to disadvantaged groups like women and children. The women and girls were also able to testify on how WLAC has managed to strengthen and build the capacity of the law enforcers in recognizing SGBV and paying attention to women's human rights.

3.5.2 Efficiency

In terms of efficiency, the Evaluation assessed the economic use of resources to deliver the project and whether the plans put in place were being used, implanted and adapted as necessary.

It is the view of the Evaluation that WLAC managed to use the resources economically in delivering the project and hence was efficient in implementing the project from this perspective. The achievements attained by the project cannot be matched to the resources that were provided as WLAC managed to do more activities beyond what was planned within the same resources. Funds were stretched to accommodate more activities that WLAC felt would assist in achieving the objectives of the project e.g. the Camp Leaders meeting and stakeholders meetings which were not initially planned but held to introduce the project and gain support of stakeholders. The other example is the rapid assessment done in Mtabila which managed to justify the work of WLAC in a closed camp as well as knowing the needs of refugee women and girls so that activities are prioritized.

In terms of measuring efficiency regarding fulfillment of plans put in place, the information presented in **3.1 Progress in the Implementation of Activities**, shows that to larger extent WLAC was very efficient in utilizing the overall project action plan and was always up to date except in instances when there were challenges beyond their control like insufficient budget lines. In the first and second year of the project, over 91% of activity implementation of the plans was delivered. In both years, all activities were done except for one which was pushed to the following year. The third year of the project had various challenges of insufficient budgets due to exchange losses experienced over the years as the budget was planned three years before. However, despite this challenge, WLAC was able to deliver over 50% of the activities by the third quarter of the year. It was observed during the Evaluation that WLAC was making efforts to source funds to implement the activities that were affected by insufficient funds.

The other indicator that shows that WLAC managed the project efficiently was the fact that WLAC managed to factor monitoring data into future plans and also used the data to inform future plans. For example within a year, WLAC was able to detect that the project could not be delivered without a vehicle and that one legal officer was not adequate to handle the many responsibilities of the project. The head office together with cooperating partners quickly intervened and the project was on course.

3.5.3 Sustainability

The key factor affecting the sustainability of this project is the social and political acceptance of the project in the refugee camps. From the expressions presented above in this report by all stakeholders i.e. the Government, UNHCR, implementing partners, refugee leaders and refugee communities, it is evident that they all have accepted the project and it is feeding into their processes e.g. IRC and NOLA were able to confirm that awareness raising programmes on SGBVs by WLAC have enhanced their work as women and girls were suddenly aware about their rights and were cooperative when it came to providing information to ensure that the perpetrators were convicted. In the past, women and girls were reluctant to report cases, worse off, testifying against the perpetrators.

The sustainability of this project can also be seen in the capacities it has created, especially amongst refugee paralegals who will easily retain the skill. The fact that WLAC identified refugee paralegals amongst refugee community groups ensure that the skills learnt will continue being used in the refugee camps, assuring full community ownership of the project. Some of the groups from where WLAC identified paralegals include SGBV units, women peace groups, sexual exploitation committees, Local Tribunals, youth groups, Gender and development Department, Child Protection departments, Drama groups, men associations, religious leaders, counselors, local Police or Sungusungu. The approach taken has ensured that the project was inclusive of and empowering for the above community groups.

The operations of the paralegal refugees in the camps are already a testimony that the project is sustainable. On their own without the supervision of WLAC, Paralegals have come up with plans to conduct awareness in the refugee camps on various legal and human rights issues and are carrying out

sensitization among the community members through drama, music, traditional songs, debates, etc. Both WAKI and WASHEKANYA paralegals have also on their own, been able to establish internal regulation mechanisms to govern the affairs of their Paralegals units. In Nyarugusu, the paralegals saw the need of having an office and used their initiative to build the office. They asked WLAC to provide roofing sheets and a few building materials while they provided labour, molded bricks and brought wood to build an office block containing a counseling room, reception and an office.

In the event that paralegals repatriate to their countries, there is already evidence that they will continue with their work in their home countries. The MHA Commandant Officer Mr Nisajile revealed that when he travelled to DRC in Uvilla recently on official business, he met with one of the WLAC refugee paralegal who had repatriated. He was providing legal services in the village where he was based. The recommendation is that once the paralegals are repatriated, WLAC should link them to legal organizations in their countries so that they could be given technical support.

The project’s sustainability has also been observed in the capacity building of law enforcement officers trained by WLAC. Some of the Prison Department Officers trained felt the knowledge gained from the trainings was so important and should not be limited to them only. They organised workshops for fellow prison officers and taught about rights of refugees. The prison officers also educated prisoners on their legal rights as prisoners. Mr Dismaaa Musalamba the Administrator at the Kasulu District prison revealed that about 170 out of 211 prisoners were educated on their legal rights by prison officers who attended the WLAC workshop. Various publications from WLAC were also distributed to the prisoners.

The radio programmes that were being aired by WLAC on Radio Kwizera has built capacities in the journalists in discussing legal issues, especially on the rights of refugees.

3.6 IMPACT OF PROGRAMME INTERVENTIONS

The evaluation established that the project had an impact and produced intended effect at both two levels i.e. quantitative impact in terms of actual number of activities implemented and the number of people trained. The other level is qualitative impact in terms of change influenced by direct outputs. From information obtained from documents reviewed and interviews held with project staff and refugee paralegals, the table below has been generated to illustrate the impact at both the two levels:

Table 4: Quantitative and Qualitative Impact

Direct Outputs of the project (Quantitative Impact)	Effects or impact of direct outputs (Qualitative impact)
<ul style="list-style-type: none"> • 24 paralegals in Kigoma town were trained, 13 women and 11 men • 70 refugee paralegals were trained in Mtabila and Nyarugusu refugee camps (38 men and 32 women) • 15,000 women out of 25,000 in Nyarugusu Camp have been reached by Paralegals. This entails that the project has reached 60% of women in the camp. 	<ul style="list-style-type: none"> • There are more stable marriages in the camps now as paralegals have been able to resolve a lot of marital conflicts • Vulnerable women and girls are able to access justice in SGBV cases • More SGBV cases are being reported to the Police and GBV offices

<ul style="list-style-type: none"> • 8,000 girls have been reached by the project in Nyarugusu camp. This means more than 50% of the girls have been reached in the camps as the number of both boys and girls in the camps is 19,000. • Out of 10,000 women in Mtabila Camp, the project through the Paralegals managed to reach more than 6,000 vulnerable women. This entails the project reached more than 60% of women in the camps • 2 drama groups have been established by paralegals in Nyarugusu camp • Paralegals in Nyarugusu have been able to hold over 25 meetings discussing the welfare of WASHEKANYA and discussing technical cases • 16 bicycles were distributed to paralegals for easy mobility in Mtabila and Nyarugusu camps • 325 participants (171 men and 154 women) have attended various seminars and debates conducted by paralegals in Nyarugusu Camp 	<ul style="list-style-type: none"> • Refugee communities have become vigilant on SGBV issues • Some women are now involved in decision making processes on issues affecting their lives. • Harmful cultural and traditional practices are being challenged by refugee communities • Vulnerable people like women, widows, orphans, People Living HIV/AIDS, the elderly, have been able to be assisted by WLAC through paralegals and their problems have successfully been handled • Women and girls have been empowered and are able to resist sexual advances and report any rape or attempted rape. Girls particularly are able to report teachers who sexually harass them
<ul style="list-style-type: none"> • Through mass awareness programmes conducted by WLAC in Nyarugusu camp Refugee Camps, out of the 62,517 people more than 37,000 have been reached. This means that 59% of the population in the camp has been reached. 	<ul style="list-style-type: none"> • There is more respect for refugee rights amongst law enforcement officers • Law enforcement officers are now discharging their duties from the gender and human rights perspective • Informal and formal justice systems are more accessible to women
<ul style="list-style-type: none"> • About 75 law enforcement and other Government officers have been trained by the project 	<ul style="list-style-type: none"> • Local Tribunal, Sungusungu, the Police are now able to discharge their duties from a human rights and women's rights perspective • Refugee women and girls are aware about their rights and are accessing them • Refugees are now aware about their rights • The vulnerable situation of refugees has been made aware to the wider Tanzanian population • More than 50% of the refugees in the two camps have managed to get information on refugee rights due to the posters stuck at strategic positions in the camps
<ul style="list-style-type: none"> • 1,000 posters on refugee rights produced and disseminated to refugees, host communities and various key stakeholders • 1,000 fliers on refugee rights produced and disseminated to refugees, host communities and various key stakeholders • 2,200 booklets on refugee rights produced and disseminated to refugees, host communities and various key stakeholders • 700 T-Shirts with messages on refugee rights produced and disseminated to refugees, host communities and various key stakeholders • 100 booklets on the baseline survey conducted in Mtabila and Nyarugusu produced and disseminated • 280 booklets on refugee rights produced and disseminated • 2,000 booklets on refugee rights in Kirundi language produced and distributed in Mtabila Refugee Camp • 98 radio programmes were aired on Radio Kwizera in Kasulu and the programmes managed to reach more than 90% refugee population in the camps as well as host communities in Kasulu 	<ul style="list-style-type: none"> • Vulnerable women and girls are able to access justice in various SGBV cases in the host communities
<ul style="list-style-type: none"> • WLAC Office in Kasulu has been able to attend to over 240 clients from the host communities since it was opened. The clients present various legal 	

problems some of which have been able to be resolved	<ul style="list-style-type: none"> • More SGBV cases are being reported to the Police in the host communities • Women are now involved in decision making processes on issues affecting their lives
<ul style="list-style-type: none"> • 101 refugee community leaders were engaged during round table meetings discussing various issues 	<ul style="list-style-type: none"> • Community leaders and members of the Local Tribunal appreciate the work of WLAC in the camps • Local Tribunal, Sungusungu, the Police are now able to discharge their duties from a human rights and women's rights perspective • Local Tribunal members said they had stopped handling SGBV cases and are referring them to the Police. In the past the Local Tribunal used to handle cases like widow inheritance mostly in favour of men and they would reprimand women who refused to be inherited.

Source: Project documents and interviews with project staff

Discussion

It is however observed that the number of IEC materials like fliers, booklets, posters produced and disseminated were too few to make an impact on the large populations of the two camps. In future more IEC materials should be produced if they have to make an impact on the population in the camps. In future, the project proposals should state the numbers of IEC materials to be produced and what percentage of the population the project is targeting to disseminate the materials to. The initial project proposal did not include this information.

3.7 RELEVANCE OF THE PROJECT

The Evaluation sees the project on 'Access to Justice for refugee Women and Girls' as a unique intervention in the refugee camps that has managed to assist vulnerable refugee women and girls in accessing justice against SGBV. The extent to which the project satisfies or meets the needs of the vulnerable refugee women and girls was assessed based on the expressions and views of the refugee women and girls who participated in the focus group discussions. The views of the women and girls who were the beneficiaries on the implementation of the project were very positive. The women and girls agree that this was a good project and it is recognized as having contributed a very essential element to addressing priority issues of vulnerable refugee women and girls (see case studies in Annex 3).

The majority of the women and girls spoken to said WLAC has managed to emancipate them from the violent situations they were in. They said before the project was introduced many women and girls did not know their rights and accepted to live in violent relationships or marriages. But ever since WLAC sensitized them they know what their rights are and are able to access to them. The women said they did not know that they could walk out of violent marriages and be given their own plots and ration food by UNHCR. They thought that it was only through marriage that they could be guaranteed food and shelter in the camps. But after WLAC sensitized them, they were enlightened. The women in the Focus

Group Discussion felt that the project should continue and be up-scaled so that more women benefit from it, as there were many other women still living in violent situations.

The views of the major stakeholders on the relevance of the project were also very positive. MHA, UNHCR, IRC and NOLA all felt that the project was very relevant to the operations in the refugee camps and had assisted in enlightening vulnerable women and girls on their rights and how to fight SGBV. Stakeholders felt the project also contributed to fulfilling the national and international legal framework by promoting women's rights and refugee rights. The stakeholders felt the project was still very relevant and should continue as its interventions were still needed in the camps.

It is also the view of the Evaluation that the project proved to be relevant to WLAC as an entire organization because its achievements contributed to WLAC's overall organization stated below:

- *Conducting seminars, workshops, conferences* – The project has conducted various seminars on refugee, women and human rights issues
- *Building network with other NGOs and Government sectors on activities related to the work of WLAC*- Through the project, WLAC is now able to work closely with UNHCR, MHA on issues affecting refugees as demonstrated in the report above.
- *Encouraging and supporting poor women* - By the mere fact that the main targets of the project are vulnerable refugee women, WLAC has been able to achieve this objective because refugee women are amongst the most marginalized sector of society that has been systematically exposed to SGBV and other vices.
- *To prepare and publish different reading materials related to women's and legal children's rights* - This objective was able to be achieved because through the project WLAC was able to publish various IEC materials like booklets, fliers, brochures, posters with information on rights of refugee women and children
- *To prepare radio programmes and print media on issues related to women and children's rights for the purpose of creating gender and legal education* - The project was able to achieve this objective because radio programmes were aired by the project on legal issues specifically affecting refugee women and children

The project also proved to be relevant to WLAC's cooperating partner OWA as it contributed to its aim which states that OWA will: *"support socially excluded and marginalized groups especially women so that they can empower and equip themselves and tackle the processes and institutions that systematically discriminate against them"* (OWA, 2009). The project contributed to achieving this aim because it worked to support refugee women and girls who fall under socially excluded and marginalized groups. The project was also able to empower refugee women and girls with information on how they can combat SGBV and deal with negative traditional and cultural practices that discriminated against them.

3.8 DIFFICULTIES AND CHALLENGES FACED IN IMPLEMENTING THE PROJECT

Despite the successes stated above, the project faced the following various challenges and difficulties:

Inadequate materials and Information for Paralegals

- Paralegals complained of having inadequate materials to use in their operations. They complained that the bicycles were few while the camps were too huge to be covered on foot. They also said they needed stationery and furniture.
- Paralegals need additional training in certain areas in order for them to operate effectively. They mentioned that they needed training in international instruments that protect the rights of women and children, as well as more training on how cultural and traditional practices could be challenged by the law
- The frequency of meetings between paralegals and WLAC Lawyers to discuss technical cases that paralegals encounter are too few. WLAC lawyers have currently dedicated a day in a month in which to meet with paralegals. However the suggested frequency for the meeting is two meetings per month

Huge refugee Population

- When planning for the project, WLAC did not envisage population growth in Nyarugusu camp. After the project started, Lugufu Camp closed and 40,000 refugees were brought to Nyarugusu. The increased population (62,000) has led to increased demand in the project services as more people are interested in IEC materials, attending WLAC seminars and trainings.
- The population growth has also increased the work of refugee paralegals as the number of refugees has increased while that of Paralegal refugees is still static at 37. The number of cases has increased and the work is becoming overwhelming for the paralegals. In Nyarugusu for every paralegal there are 1,879 refugees

Mobile Police proved difficult to train

- The training of the Police proved difficult because they were being deployed every six months to the camps. Since WLAC had planned to conduct one training in each year, this meant that once the Police were trained, they only stayed in the camps for a short time and were replaced by an untrained contingent that. This posed a challenge because the Police that were not trained in human rights, refugee rights and women's rights were not sensitive to the needs of refugees.

Repatriation threats in Closed Mtabila Camp

- Implementation of activities in the Mtabila Refugee Camp was difficulty due to the repatriation pressure exerted by the Tanzanian Government on refugees. From time to time, there were announcements in the camps on repatriation and refugees never seemed settled
- The fact that Mtabila camp is officially closed posed a challenge in implementing certain activities like awareness campaigns as the Tanzanian Government banned public gatherings.

Political sensitivity on issues of Refugees leading to difficulties in achieving Advocacy

- It has been difficult for WLAC to conduct advocacy to influence review of existing Tanzania laws and policies on refugee issues because of the political sensitivity on refugee issues in Tanzania.

Budget constraints

- The project faced budget constraints especially in the third year of the project due to changes in inflation and exchange rates. WLAC was forced to either cut down on budgets e.g. reducing number of participants for a workshop (affecting output) or completely not implementing the activity e.g. the documentation of survivor stories.
- Budget constraints were also faced when WLAC was forced to implement activities that were initially not planned for but proved vital to the operations of the project

Power Problem

- Kasulu district depends on the use of generators because the district is not yet connected to the national grid. This affected the operations of the office as running a generator proved expensive. When funds were not enough, it meant that staff never utilized the electronic office equipment, meaning that reports and other documents could not be prepared

Lack of internet access

- The office in Kasulu has no internet access and staff depend on internet cafés to access internet. However even at the internet cafes the internet is not very reliable as there is usually network failure sometimes for more than a week making it difficult to send or access documents from the head office or stakeholders. This has slowed down the work of staff as internet is one of the major means of communication for the project.

Strong and harmful traditional and cultural practices in Nyarugusu camp

- There is widespread practice of harmful traditional and cultural practices in the camps and this has been hindering the work of WLAC in promoting women and children's rights. Traditionally women and girls have no decision making powers even on issues that affect their lives.

Insecurity problems in Kasulu

- The Kasulu area has insecurity problems since it is in the border area with Burundi. There have been reports of car hijacks and Kasulu residents have been living in fear. This has posed danger to project officers who have to frequent between Kasulu and the camps which are out of town.

Rough Geographical terrain and harsh weather

- The terrain in Kasulu poses a challenge. Roads are muddy during rainy season which is longer than dry season and makes fieldwork difficult as vehicles usually gets stuck delaying the work.

- Geographically, Kasulu is very far from Dar Es Salaam and transport is usually difficult. Flights between Dar Es Salaam and Kigoma (the region where Kasulu district is) are costly and sometimes are not available. Travelling by road takes at least two days for a one way route, while a two way route takes four days.

3.9 AREAS TO IMPROVE

For the project to be implemented much more effectively, WLAC will need to pay attention to the following areas of the project:

Advocacy is weak on Refugee Issues at National Level

- The view of the Board, Management and the cooperating partner was that even though the project was successful, not much was done in terms of advocacy at national level on issues affecting refugee women and girls. This is despite the fact that refugee women and girls are amongst the most vulnerable and socially excluded groups in Tanzania. The view of the Evaluation is that there is need to strengthen and intensify advocacy at national level on issues affecting refugee women and girls
- The Evaluation picked out the lack of a clearly defined advocacy strategy within the structure of WLAC to drive advocacy programmes at national level, especially on issues of refugees. There is need for the organization to come up with an advocacy strategy
- Evaluation findings also revealed that there was a weak link between issues emerging from the refugee communities being taken to the national level for advocacy purposes

Networking at national level with other organizations on refugee issues

- WLAC and OWA had planned to team up and network with other organizations dealing in issues of refugees to highlight the human rights situation in the camps and lobby and advocate for increased recognition of refugees' rights by the public policy makers. However the network could not take off. WLAC should consider pushing for the reviving of the network so that the rights of vulnerable refugee women and girls could be advocated for
- WLAC should share experiences of the project with its other various networks e.g. the Women's Movement, the legal fraternity and other human rights organizations, as well as other NGOs so that they could be aware on issues affecting refugee women and children. Once they are aware about the plight of refugees, some organizations could be interested in meeting the needs of refugees that WLAC cannot meet e.g. provision of non food items like clothing

Rescheduling Training for the Police

- WLAC should plan for more than two training workshops each year for law enforcers especially the Police who are deployed to the camps every six months. Future implementation of this activity should ensure the training schedule corresponds with the Police deployment time table.

- WLAC should also liaise with UNHCR which conducts orientation for every new Police contingent so that it could also sensitise the Police in basics before the major training is done in issues like human rights, women's rights, refugee rights, children's rights, etc. This is because it has been proved that Police who are sensitized on these issues are sensitive to the refugee women and children and encourage the host communities to respect rights of refugees

Increase Meetings Between Paralegals and WLAC lawyers

- There is need for increasing the number of meetings between WLAC lawyers and paralegals from one to two days in a month so that paralegals have more contact with lawyers to advise them on technical issues.

Engaging men directly in SGBV Awareness

- There were no direct project activities targeting men on issues of SGBV. The male refugees spoken to felt that though the project was successful, they felt as if the project was for women and girls only and did not concern them. Since men are the perpetrators in most SGBV, WLAC should consider designing activities that target men on issues of SGBV. During the focus group discussion with men, their reasons on why SGBVs occur and what solutions should be put in place were different from those of women and girls. Hence the need to design activities that target them separately. The recommendation is that the project should include a component of involving positive social roles that men and boys can play as partners, providers, caregivers, peacemakers and protectors.
- WLAC should also explore partnerships with male community groups in the refugee camps and engage them on SGBV awareness. The male groups could be used as outreach workers to reach their peers. Some of the groups that could be considered include youth clubs, sports associations, male religious leaders

IEC Materials Produced too few to make Impact on Population

It is however observed that the number of IEC materials like fliers, booklets, posters produced and disseminated were too few to make an impact on the large populations of the two camps. In future more IEC materials should be produced if they have to make an impact on the population in the camps. In future, the project proposals should state the numbers of IEC materials to be produced and what percentage of the population the project is targeting to disseminate the materials to. The initial project proposal did not include this information.

Need for Comprehensive Planning During Future Project Design

- In future, planning for the next project phase should be comprehensive and ensure that all possible activities are included to avoid implementing activities not in the work plans. Conducting activities that were not originally planned for led to budget and time constraints.

3.10 LESSONS LEARNT FROM THE PROJECT

Lessons that may be learnt from the project experience are recorded below:

- Some of the factors that contributed to the success of the project included commitment by project officers in Kasulu; teamwork exhibited throughout the project structure e.g. project staff received a lot of support from Management and project needs were attended to very swiftly; Project had good working relationship with key stakeholders; the good relationship with the target group, the refugees, also assisted in achieving the project objectives
- Perseverance by WLAC project staff on the ground assisted the project to succeed. This is because when WLAC presented itself in Kasulu to start project implementation, it faced a lot of opposition from stakeholders especially on the intention to conduct the project in Mtabila refugee camp which was just about to be closed. But WLAC project staff managed to persevere amidst opposition and over the years, key stakeholders like MHA are now acknowledging WLAC's relevance and recommending for the continuing of the project
- The project was also successful because information obtained during monitoring and evaluation during project implementation was utilized effectively by feeding into future plans. There was quick feedback to issues observed and recommended by monitoring and evaluation processes
- The project was also able to succeed because of support and good communication with cooperating partners, OWA and Baring Foundation. The two partners were always informed about the project progress and engaged in trying to find solutions to challenges
- The visit to the refugee camps by cooperating partners led them to appreciating the project and they were able to assist the project with additional funds
- Involvement of key stakeholders at all stages of the project ensured effectiveness and sustainability of project activities. WLAC worked closely with UNHCR, MHA and other stakeholders like NOLA and IRC. It is evident that without their support it would have been impossible for WLAC to operate effectively in and out of the camps.
- The project was also successful because WLAC had won trust and confidence amongst the beneficiaries and main targets, i.e. women and girls who are now willing to even testify about their encounters with SGBV. Previously, it was difficult for them to open up
- Radio programmes on Radio Kwizera, the only radio that reaches Mtabila and Nyarugusu camps, contributed to the success of the project because they publicized the work of WLAC in the camps and enlightening refugee women and children on their rights. The programmes also publicized the work of paralegals and the demand for their services increased
- It is important to ensure that the future budgets take into consideration inflation and exchange losses that occur over the years to avoid budget constraints in the last year of the project

3.11 CONCLUSION

Various conclusions have emerged from this Evaluation and are outlined below:

- The major conclusion of the Evaluation is that the project was a success and had unique interventions that responded to the needs of vulnerable refugee women and girls. The interventions managed to assist vulnerable refugee women and girls in accessing justice against SGBV. In Nyarugusu refugee Camp, the project reached 60% of women and more than 50% of the girls. In Mtabila refugee Camp, the project reached more than 60% of the women. Through the mass awareness programmes conducted by WLAC in Nyarugusu camp Refugee Camp, 59% of the refugee population was reached.
- The project was also a success because to a large extent, it managed to achieve the stated aim, objectives and expected results.
- It is also the opinion of the Evaluation that the implementation of the project was very effective as according to the original project plan, WLAC managed to implement more than 90% of the activities that were planned for. However, WLAC also ended up implementing a long list of activities that were not planned for, but were key to the successful implementation of the project. This is an indication that the planning for the first phase of the project was not very comprehensive and little was known about the environment in which the project was to be implemented. It was clear that the implementation of unplanned activities constrained the financial and material resources as well as time for the project. It was also evident that human resource was also constrained.
- It is evident that the good relations that WLAC cultivated with key stakeholders enabled the organisation to successfully manage the project even in a very hostile environment like Mtabila refugee camp. It would have been very difficult to implement the project if WLAC did not have good relations with stakeholders like UNHCR and the Tanzanian Government through the MHA in Kasulu. Despite the closure of the camp, restrictions on the movement of refugees and the ban on any public gathering or event, WLAC had support for its work and there seems to be no sign that this will change as both stakeholders urged the donors funding WLAC to continue supporting the project as it was useful in the two camps. Government has the powers to revoke WLAC's permit for operating in the camp any time if it is believed that WLAC is promoting messages contrary to Government Policy.
- The Evaluation also concludes that WLAC does not have a clearly defined advocacy strategy to drive advocacy programmes at national level, especially on issues of refugees. Findings revealed that there was a weak link between issues emerging from the refugee communities being taken to the national level for advocacy purposes.
- The other conclusion of the Evaluation was that other targets like girls and men had higher expectations of the project and hence felt that their needs in the fight against SGBV were not fully met. They both felt the project met the needs of women, than theirs.
- Lastly, it can also be concluded that there is need for the next project phase to design activities that will reach Tanzanian villages nearby the refugee camps because some perpetrators of SGBV against refugee women hail from the nearby Tanzanian villages.

CHAPTER FOUR

4.1 RECOMMENDATIONS

The recommendations below intend to guide WLAC on how it could move the project forward in addressing the priority issues affecting refugee women and children. However it must be noted that implementing some of the recommendations stated below is likely to require greater funding to the project from existing funders or WLAC will need to intensify its resource mobilization. The recommendations below relate to two main areas namely project issues and management issues:

4.1.1 Project Issues

Follow up Project Phase

- The Evaluation strongly recommends a follow-up phase to this project, as the best way of ensuring the sustainability of the benefits obtained from this first phase of the Project. The follow up phase should be in place in 2011 as soon as the first phase ends. However the follow up phase need to be up-scaled if the project has to be successful meaning that some of the current activities have to be expanded in the following ways:
 - There is need to increase the number of legal officers from two to three and the frequency of visiting the camps should be increased from one day per month to two days per month to enable paralegals receive frequent advice on technical cases. This should be done immediately the implementation of the next project phase commences
 - There is need to train more paralegal refugees in order to increase the number, especially in Nyarugusu Camp where the population of the refugees has swelled twice the original number after refugees from the closed Lugufu camp were brought there. In Nyarugusu, for every paralegal there are 1,879 refugees. This should be done immediately the implementation of the next project phase commences
 - Material support to paralegal units in the refugee camps must be increased i.e. stationery, bicycles to make their work more effective. This recommendation is ongoing
 - There is need to introduce financial support to paralegal units for expenses like communication which are currently met by the paralegals own meager resources. This should be done immediately the implementation of the next project phase commences
 - Refugees volunteer as paralegals under very difficult conditions and most of them are very poor. WLAC should consider motivating and encouraging them by providing a small incentive on a regular basis either in terms of material or financial support. WLAC should first conduct a survey on how remuneration is done by other organization in the camps so that it offers an average remuneration. This will assist paralegals to cover personal resources sometimes spent on paralegal work, especially that they are sometimes forced to abandon their work or income generating activities to do paralegal work.

WLAC could learn from other organizations in the camps that pay small incentives to refugees implementing their programmes

- WLAC should plan for more than two training workshops each year for law enforcers especially the Police who are deployed to the camps every six months. Future implementation of this activity should ensure that the training schedule corresponds with the deployment time table of the Police. This should be done immediately the implementation of the next project phase commences
- IEC materials must be increased because the demand is ever growing. WLAC must also consider opening resource information centres or libraries where vital documents on human rights, women's rights and children's rights that cannot be distributed on a large scale could be stocked and read by refugees visiting the centre (public, students, community organisations, etc). This should be done immediately the implementation of the next project phase commences The information centre could also be stocked with a computer for refugees to access human rights information from the internet
- Mass awareness raising activities in Nyarugusu must be extended to parts of the camp that have not been reached. This should be done immediately the implementation of the next project phase commences
- Mass awareness on SGBV need to be stepped up in the camps because attitudinal change is challenging and long term. This recommendation is ongoing. Social and cultural norms that subjugate women and give rise to SGBV are deeply entrenched in the refugee population. Consistent effort in raising awareness is needed if negative social, cultural and traditional practices that discriminate against women and give rise to SGBV are to be rid of

Coming up with Activities that target girls

- Even though the project targeted girls and women, the girls interviewed feel that the interventions put in place were more tailored to meet the needs of women than girls. This should be done immediately the implementation of the next project phase commences. The girls recommended that there should be more programmes that are tailored for them, e.g. discussions for girls only to talk about their problems on SGBV freely; separating their activities from those of women so that they talk freely; reaching them in places where they gather e.g. in schools than targeting them as part of the community; forming clubs for them, etc.

Engaging men directly in SGBV Awareness

- WLAC should consider introducing the strategy of engaging men directly in SGBV awareness. This should be done immediately the implementation of the next project phase commences. This is because the men felt that the project was designed for women and felt that they are not being reached despite being key since majority perpetrators are men. Activities targeting men directly in SGBV awareness should be designed. The project should include a component of involving positive social roles that men and boys can play as partners, providers, caregivers, peacemakers and protectors. WLAC should also explore partnerships with male community

groups in the refugee camps and engage them on SGBV awareness. The male groups could be used as outreach workers to reach their peers. Some of the groups that could be considered include youth clubs, sports associations, male religious leaders, etc. Engagement of men is important in effecting behavioral change amongst men on SGBV issues. Some men spoken to felt strongly on social and cultural norms that subjugate women and give rise to SGBV and this calls for consistent effort in raising awareness amongst men if negative social, cultural and traditional practices that discriminate against women and give rise to SGBV are to be rid of

Increase Activities Targeting the Public in the Host Communities

- WLAC is currently doing some activities that are reaching the public in the host communities like the radio programme and provision of legal advice to vulnerable women in Kasulu. Since WLAC did not plan to target host communities directly, the activities are not being systematically done. There is need for WLAC to plan and implement these activities systematically. This should be done immediately the implementation of the next project phase commences
- For the fight against SGBV to succeed, there is need for WLAC extend mass awareness campaigns in the villages nearby the refugee camps because some perpetrators of SGBV against refugee women hail from Tanzanian villages near refugee camps. This should be done immediately the implementation of the next project phase commences. There are also a lot of intermarriages between refugees and local Tanzanians. The MHA officers recommended the need for sensitization to reach male Tanzanians in villages near the camps because most of them are not aware about women's rights and are perpetrators of SGBV against refugees
- It is also important to extend WLAC services to the host communities because they are needed. The MHA officers interviewed revealed that SGBV in the host communities were also very high and WLAC needed to sensitise the locals also.

Increasing Refugee Voices on Radio programmes

- For two years, WLAC ran radio programmes on legal, human rights, women, children and many other issues on Radio Kwizera in Kasulu. Radio Kwizera is the only radio station whose frequency reaches Mtabila and Nyarugusu camps, as a result refugees appreciated the programmes very much. However the refugees and journalists (Radio Kwizera journalists based in the camps) felt that despite the programmes being meant for refugees, their voice was not strong in the radio programmes as the people who spoke were legal experts, professionals and other people who were not refugees. They suggested that vulnerable people like women and children should be also be included in the programmes by recording their discussions so that they could talk about their situations in the camps. This recommendation is ongoing

Exchange Visits for Refugee Paralegals

- WLAC should organize exchange visits between its paralegal refugees and other WLAC paralegals for experience and information sharing. This recommendation should be effected in

the second year of the project phase to allow for the gauging of political mood on refugee issues. The exchange visits will help Refugee Paralegals run the paralegal units better.

Advocacy at National Level

- WLAC should develop an advocacy strategy within the organization that will enable the organization capture refugee voice and feed into its national advocacy strategy. This should be done immediately the implementation of the next project phase commences
- WLAC should also strengthen linkages with relevant institutions at national level including Government institutions and take a proactive approach of sharing reports, best practices of the project with key stakeholders especially at national level. This should be done immediately the implementation of the next project phase commences
- There is need for WLAC to intensify lobbying UNHCR and MHA to put in place appropriate measures to protect the most vulnerable populations who are not willing to return to Burundi, particularly women survivors of SGBV, unaccompanied and separated children and those living with HIV/AIDS and disabilities. This recommendation is ongoing

Networking

- WLAC need to urgently revive the Network on Migration and Humanitarian Affairs through which advocacy on refugee issues at national level could be actively done with other organizations dealing in issues of refugees. This should be done immediately the implementation of the next project phase commences. Once revived, the network should concentrate on highlighting the plight of refugees, lobbying and advocating for increased recognition of refugees' rights by the public policy makers. WLAC should commit some funds for the operation of the network. Within the Network on Migration and Humanitarian Affairs, WLAC should lead the advocacy component on refugee women and children's rights because it is the only organisation in Tanzania that is well versed with the extent of the human rights violations that refugee women and children are currently undergoing. There is need to engage decision makers like legislature, policy makers, government officials in advocacy on issues that affect women and children
- WLAC should also consider networking with other Women International organizations engaged in human rights issues for refugee women and children to share experiences. This should be done immediately the implementation of the next project phase commences
- In the event that the majority of the refugee paralegals repatriate to their countries, WLAC should make effort in linking them up with legal organizations in Burundi and DRC so that the paralegals continue receiving technical support. This should be done in the last year of the project phase. It is important that the work of paralegals is sustained when they are repatriated because SGBV incidents are also high in the villages where the refugees hail from. The MHA during the interview revealed that one of the reasons why SGBV are high in the camps is that refugees think that is the normal way of living as it is normal in their villages back home for a

woman to be beaten by the husband. The traditional practices in DRC are also very strong and it is the normal way of life in their villages.

Media Engagement and Strategy

- WLAC should develop an organizational media strategy that will enable it engage with the media systematically on its various programmes, including the project being evaluated. This should be done immediately the implementation of the next project phase commences.
- There is need to document best practices and experiences generated from this project and share them with the public, government, NGOs, etc. WLAC should also consider creating a website of this project in order to publicise it at international level
- WLAC should also consider engaging with media associations in Tanzania on this project.

Increased resource Mobilisation for the project

- For this project to be successful it will need to be upscaled and this entails investing more resources in the project. WLAC should ensure financial sustainability for the project by coming up with a resource mobilization plan for the project. WLAC should come up with a fundraising plan for this project. This recommendation is ongoing
- Resource mobilization is inevitable because WLAC will need to include in its plans and budgets all activities that it never planned and budgeted for in this project phase but ended up implementing them because they are important to the successful implementation of the project

4.1.2 Management issues

- It is recommended that another legal officer should be recruited to bring the number of legal officers to three due to the huge work load currently being experienced. This should be done immediately the implementation of the next project phase commences. There is also need to engage support staff formally since the project is already hiring services of a driver, guard and office assistant. This recommendation should be effected once enough funds are mobilised
- The organization should consider coming up with strategies of motivating project staff who work under very strenuous conditions due to the geographical location of the project. These could include training opportunities, financial incentives, etc. This recommendation is ongoing
- Despite the project staff having worked very effectively in the last few years, there is still need to build their capacities in issues of refugees, human rights, women's rights, etc. The project staff could also be linked to international organizations like IOM and Forced Migration that regularly organize conferences on refugee issues in order to build their capacities to international standards on issues of refugees. This recommendation is ongoing
- The organization also needs to build capacities of staff in advocacy, especially engaging national policy makers. This should be done during the next project phase commences
- In the next project phase, WLAC should ensure that all unplanned activities implemented are included in the work plan and budgeted for.

ANNEXES

ANNEX 1: INTERVIEW AND FOCUS GROUP DISCUSSION GUIDING TOPICS

- Status of refugee camps in Tanzania
- Socio-political and economic environment in the refugee camps
- International agencies, aid agencies, Government and local organisations working in the refugee camps
The situation of SGBV in the refugee camps
- Refugee women and girls' access and participation in informal and formal justice systems in addressing SGBV
- Operation of Paralegal Units in the refugee camps
- Project organisational and management
- Project progress, achievements and failures
- Achievement of project aim, objectives and expected results
- Effectiveness, efficiency and sustainability of the project
- Impact of programme interventions
- Difficulties and challenges affecting the project
- Relevance of the project
- Programme reporting
- Financial management of the project
- Monitoring and evaluation
- Internal and external communication
- Relations with stakeholders
- Future plans of the project

ANNEX 2: LIST OF RESPONDENTS

WLAC STAFF AND BOARD

No.	Name	Position	Operational Area	Gender
1		Board member	Dar es Salaam	Female
2	Scholastica Jullu	Executive Director	Dar es Salaam	Female
3	Jane Magigita	Head of Legal Aid and Outreach	Dar es Salaam	Female
4	Damson Lwivah	Head of Finance and Administration	Dar es Salaam	Male
5	Magdelene Aquilin	Head of Networking and Advocacy	Dar es Salaam	Female
6	Wigayi Kissandu	Legal Officer/ M/Evaluation Officer	Dar es Salaam	Female
7	Rehema Msima	Project Coordinator/Legal Officer	Kasulu	Female
8	James Frank Mshanga	Project Officer/Legal Officer	Kasulu	Male

COOPERATING PARTNERS

No.	Name	Position	Gender
1	Wendy Ngoma		Female

KEY STAKEHOLDERS

No.	Organisation	Name	Position	Gender
1	UNHCR Dar Es Salaam	Ron Mponda	Senior Protection Officer	Male
2	UNHCR Kasulu	June Minala	Protection Officer	Female
3	International Rescue Committee	Caroline Foster	Programme Coordinator	Female
4	International Rescue Committee	Boram Lee	Programme Officer	Female
5	International Rescue Committee	Jonia Kalamuna	GBV Programme Supervisor Mtabila Camp	Female
6	International Rescue Committee	Joyce Joyo	GBV Officer	Female
7	International Rescue Committee	Christina Kivuyo	GBV Programme Supervisor Nyarugusu Camp	Female
8	National Organisation for Legal Assistance	Everest Mapande	Senior Legal Officer	Male
9	National Organisation for Legal Assistance	Lydia Kishimba	Legal Officer	Female

LAW ENFORCEMENT AGENCIES OFFICERS

No.	Organisation	Name	Position	Gender
1	Ministry of Home Affairs, Department of Refugees	Frederick Nisajile	Liaison officer MHA Kasulu in charge of Nyarugusu and Mtabila Refugee Camps	Male
2	Ministry of Home Affairs, Department of Refugees	Hamis Ndokezi	Nyarugusu Camp Settlement Officer	Male
3	Ministry of Home Affairs, Department Prisons	Regular J. Mbuya	Officer in Charge of Prisoner Women Section	Female
4	Ministry of Home Affairs, Department Prisons	Dismass Musalamba	Officer in charge of administration	Male
5	Ministry of Home Affairs, Department Prisons	Deogratus Masanja Tenelo	Clinical Offer	Male

REFUGEES MET IN NYARUGUSU REFUGEE CAMP

WOMEN REFUGEES IN NYARUGUSU		
No.	Name	Address
1	Nyasa Mleshibwa	C3/15/10
2	Riziki Majuto	L1/9/10
3	Neema Maurice	G2/5/2
4	Florence Mbombo	D1/6/10
5	Byose Baruani	D1/6/10
6	Fatuma Ekuku	E2/8/12
7	Zaina Collette	A1/6/22
8	Namukebi Riziki	G1/4/16
9	Baachana Ilombe	A1/8/19
10	Sungula Ohana	M2/4/12
11	Kashindi Bwiselelo	F2/2/17
12	Josephine Kalonda	B3/22/6
13	Laliya Msewa	K1/1/21
14	Masoka Amnazo	H1/4/1
15	Mariyana Kichana	G3/7/19
16	Mwajuma Binwa	A2/1/18
17	Nyasa Salima	A2/9/23
18	Eto Ponga	O2/9/7
19	Tabiselelwa	E1/8/20
20	Nyota Sikubali	A2/9/1
21	Rusia Esembe	P2/3/14
22	Kalangi Numbi	F1/4/4
23	Jolie Beatrice	G1/4/16
24	Astinasi Ayubu	A2/7/12

REFUGEE GIRLS IN NYARUGUSU REFUGEE CAMP			
	Name	Address	Age
1	Riziki Ekyoci	E2 /9/ 18	16
2	Rose kimba	F2 /17 /1	16
3	Gyselle Lolonga	F3 /5/ 14	16
4	Sakina Maovu	E2 /6/ 12	15
5	Muli Wisu	E1 /8/ 20	18

REFUGEE MEN IN NYARUGUSU REFUGEE CAMP		
No.	Name	Address
1	Mandengo Matenga Walker	O2/4/23
2	Luhabanya Ebe Mayani Plaisir	D1/1/24
3	Jabil Ramadhani	K2/4/13
4	Rashid Neso	A2/9/18
5	Kashindi Shabani	L2/05/08
6	Mbuto Ebelwe	M2/4/22

PARALEGAL REFUGEES IN NYARUGUSU REFUGEE CAMP			
No.	Name	Address	Gender
1	Sela Chabumbwa	F/2/4/1	Female
2	Anna Mukobelwa	O2/6/24	Female
3	Lubunga Babu- wa –babu	H1/105/24	Male
4	Reverend Baruani Lumwakela	L1/12/11	Male
5	Espoir Bymungu	01/7/2	Male
6	Muhunga Ramazani	N2/3/12	Male
7	Efrazia Asende	N2/3/12	Female
8	Abandelwa Lulonga	A1/09/11	Male
9	Mweha Mkubaya	G3/7/19	Male

REFUGEE CAMP LEADERS IN NYARUGUSU REFUGEE CAMP			
No.	Name	Position	Gender
1	Alenge Washabani	President of refugee	Male
2	Deo Pilipili	Vice President for refugees	Male

LOCAL TRIBUNAL IN NYARUGUSU REFUGEE CAMP			
No.	Name	Position	Gender
1	Lusambya Salumu	Leader of the Local Tribunal	Male
2	Manoti Ndembe	Member of the Local Tribunal	Male
2	Margueritha Luminino	Member of the Local Tribunal	Female

REFUGEES IN MTABILA REFUGEE CAMP

WOMEN REFUGEES IN MTABILA REFUGEE CAMP		
No.	Name	Address
1	Juliette Ndairagije	D /170/122
2	Amelie Ndayisenga	AA/ 121/92
3	Nadine Riziki	A /101/8
4	Christine Nyandwi	AB/78/16
5	Christine Niyokwizera	AA/78/76
6	Silomana Geremaniya	AA/ 5/ 14
7	Gadasi Nizigiyimana	B /6/6
8	Aline Ndayisenga	B /7/16
9	Maria Rose Ntawuhorahiriwe	C/8/8
10	Frasie Ndayiragioge	A/1/33
11	Roza Kabura	AB/11/56

GIRLS REFUGEES IN MTABILA REFUGEE CAMP			
No.	Name	Address	Age
1	Christine Hakizimana	AB/19/19	15
2	Sylvane Kabura	AA/12/18	16
3	Godliver Bigirimana	C/14/18	17
4	Claudine Niyonkuru	C/7/14	14
5	Odetta Ramariza	A/18/18	18

REFUGEE MEN IN MTABILA REFUGEE CAMP		
No.	Name	Address
1	Graysson Bahatu	D/03/06
2	Salvator Bigirimana	A/08/23
3	David Niyongabo	AA/02/20
4	Manirampa Abdul Khalim	AB/14/26
5	Ezra Ebengo	D/05/63
6	Pastor Amosi Nyandwi	C/03/17
7	Augustin Macumi	Solidarity Secondary School

PARALEGAL REFUGEES IN MTABILA REFUGEE CAMP			
No.	Name	Address	Gender
1	Closeette Nduwimana	B/10/21	Female
2	Jilienne Ndayizeye	AB/11/57	Female
3	Oscar Ntikazokira	AB/6/60	Male
4	Joseph Mganda	A/7/20	Male
5	Sylvester Habonimana	AA/6/37	Male
6	Leopold Marurakiza	A/01/32	Male
7	Jerome Bizimana	C/10/03	Male
8	Amedre M. Barakaza	C/07/01	Male

REFUGEE CAMP LEADERS IN MTABILA REFUGEE CAMP			
No.	Name	Position	Gender
1	Sylvester Benjami	Camp President	Male

RESPONDENTS FROM THE HOST COMMUNITY

No.	Name	Community	Gender
1	Frolida Nguvumali	Mulimani, Kasulu	Female
2	Agness Gavumenti	Mulusi, Kasulu	Female
3	Edna Ibrahim	Mulusi, Kasulu	Female
4	Zawadi Williams	Mwilamvya, Kasulu	Female
5	Anita Pura	Murubona, Kasulu	Female

RADIO KWIZERA STAFF

No.	Name	Position	Gender
1	Erasmus Luziilo	Producer	Male
2	Winifredah Selestine	Journalist	Female
3	Jonathan E. Wilondja	Journalist based in Nyarugusu Camp	Male
4	Mazibo Kangeta	Journalist based in Nyarugusu Camp	Male

ANNEX 3: TESTIMONIES BY REFUGEE WOMEN GIRLS ON HOW WLAC HAS ASSISTED THEM IN FIGHTING SGBV

CASE STUDY 1: RAPED AND REJECTED BY THE FAMILY AND COMMUNITY

Age: 22

Mary (not real name) was raped by two men in 2007 in the forest whilst collecting fire wood. This was soon after delivering and her baby was only one month. The two men had disguised themselves and had colored faces. She was astonished and wondered why they looked like that. They started chasing her and caught up with her, threw her down, blindfolded her and covered her mouth. One raped her whilst the other was holding her. Later the other one raped her too. She then managed to scream and people came to help her and took her to the Police where she reported the case and was taken to the hospital.

After the rape incident, problems begun in the family. The husband's relatives especially her husband's sister accused her of being promiscuous and that she was not raped but had committed adultery. They chased her from the matrimonial home together with her three children. Since she had no parents, she went to live with her half sister who took her to the GBV office. The GBV office took her back to the husband but the problems continued and the husband married another woman, a Tanzanian, and they became two wives. The GBV Office continued counseling the husband and he came back and she got pregnant again. The GBV office took her testimony to UNHCR. The case has been undergoing different UNHCR systems and has continued receiving assistance. After the husband went back to her, the other wife started having problems and went to the UNHCR to seek assistance, but the UNHCR turned her away saying they did not assist Tanzanians, but refugees. The second wife then accused Mary of witchcraft and she ganged up with her sisters in law and went to beat her.

Now the husband is back at her house and the family does not want anything to do with her and she is excluded from family gatherings. The brother to her husband took two of her children and included them on his ration cards. Mary went back to UNHCR to report and the cards were recovered. She is also given extra non food items like materials, firewood, soap by the UNHCR and GBV Office. She is now stigmatized by the community for being raped as they think she is promiscuous. Her husband still goes back to the second wife and only goes back home when he is spoken to by the GBV Office.

CASE STUDY 2: BEATEN BY DECEASED HUSBAND'S FAMILY AFTER RESISTING PROPERTY GRABBING

Age: 36

The problems started when Rachael's (not real name) husband died in 2008. She took property including bicycle, TV and gold from Congo and hid it from the relatives of the husband. She was beaten severely. She heard about WLAC that it was a new organisation that helped vulnerable women and might assist her and had a group called WASHEKANYA. She went and met the WASHEKANYA paralegals and narrated the story. The WASHEKANYA paralegals called the relatives and started negotiating and managed to reconcile them and told them the stand of the law. They also managed to convince them that a widow has the right to keep the property and her children. The relatives forgave her and they never took anything and stopped disturbing her. Rachael is thankful to WLAC for assisting her.

CASE STUDY 3: ABUSED BY IN LAWS FOR COMING FROM A DIFFERENT ETHNIC GROUP

Age: 24

Ethel (not real name) got married in 2004 to a man of the same tribe Bembe, but from a different ethnic background. She comes from the Washimwenda ethnic group, while the husband comes from the Washimwinji ethnic group. They have one seven-year old child.

Ethel's in laws did not want their son to marry her because she was from an ethnic group that had a conflict with theirs historically back in DRC and hence the two ethnic groups do not marry from each other because of conflicts that have occurred between them since time immemorial. As a result, Ethel suffered a lot of opposition from her in laws. They always fought, abused and insulted her in several ways. Sometimes they went to her home, threatened violence to her and threw her things out of the house to force her to leave. Whilst her in laws have been cruel to her, her husband has been good to her and is not influenced by what his relatives say about the wife.

When she heard about the Washekanya paralegals, she decided to seek assistance from them to intervene in her marital problems because the abuse and violence from her husband's family was unbearable. The paralegals visited and spoke to her husband's relatives but there was no change. Then the paralegals asked Ethel what else could be done to assist her. She suggested that they speak to her husband to convince him to shift from the village where they were to somewhere far so that she could not be disturbed by her in laws. The husband was agreeable to the suggestion when the paralegals spoke to him and they managed to shift to another village within the camp, from Village Q2 to Village O2 and she is no longer bothered by her husband's relatives since they live far.

Her worry now is that the fact that she has one child who is 7 years and she has been unable to conceive. She feels that problems may arise in her marriage because of that fact. She thinks the husband's relatives may influence her husband into divorcing her because she is considered as a barren woman.

CASE STUDY 4: TEACHERS MADE ME FAIL BECAUSE I REJECTED THIER SEXUAL ADVANCES

Age: 17

Gertrude (not real name) is a form six student in Nyarugusu Camp and is supposed to graduate from Secondary school in May 2011. After she wrote her form five examinations in 2010, she went to check for her results and was shocked that she had failed Economics and Physics. She was very good in the two subjects and had worked very hard to prepare adequately for the examinations. She decided to verify her results with the teachers who were teaching her. The teachers said she deserved those results because she did not 'cooperate' with them when they made sexual advances to her. Because she had been enlightened about her rights by WLAC, she decided to report the two teachers to the head teacher who requested her to include the incident in the monthly GBV report since she was the GBV focal point person in her class.

When the GBV Officers who are also WASHEKANYA Paralegals got the report, they reported the matter to the Camp Educational Coordinator from World Vision. Investigations were conducted which proved that Gertrude had passed but was just failed for refusing to sleep with the two teachers. The teachers

were immediately fired. Gertrude said some female pupils have been failing to refuse sexual advances as the teachers threaten that they would make them fail and hence the need for WLAC to target schools to sensitise the girls on their rights. She said she was able to refuse because she does not want to have an unwanted pregnancy as her goal is to finish school and go to DRC to study French. She has also been turning down several marriage proposals as she is considered marriageable at her age.

CASE STUDY 5: HARRASSED BY DECEASED HUSBAND'S BROTHER FOR RESISTING INHERITANCE

Age: 32

Barbara (not real name) is a widow who lost her husband in Congo before she fled to Tanzania to Nyarugusu Refugee Camp. The husband was killed by the rioters and she fled to Tanzania with her four children. While in the camp, her deceased's husband's family started bothering her. One of her husband's brothers wanted to inherit her by force. She did not want to be inherited so she decided to refer her problem to the WASHEKANYA Paralegals. She was led by a friend to meet the WASHEKANYA because she did not have information on their whereabouts.

When she reported to the WASHEKANYA paralegals, they summoned the brother in law who wanted to inherit her. The WASHEKANYA Paralegals spoke to the brother in law who changed his mind about inheriting her. The WASHEKANYA paralegals later reconciled Barbara with her deceased husband's family. She says she is now living a peaceful life and thanks WLAC for the help she received.

CASE STUDY 6: BATTERED BY THE HUSBAND

Age: 28

Colleen (not real name) was married in 1998 and blessed with six children. Her husband was a troublemaker, he used to beat the wife, take the food ration and sell and chase her out of the matrilineal home together with the children. All these were done because she is not of the same tribe with her husband. Her husband wanted her to leave the house with the children. She referred the problem to the WASHEKANYA paralegals and they are still working on it. Currently they have already divided the food ration cards through WASHEKANYA paralegals efforts and enabled her to get another plot for her to build the house. However the enmity with the husband is still there and the husband does not want to see her living in the camp.

CASE STUDY 7: DIVORCED FOR BEING FROM A DIFFERENT TRIBE

Age: 39

Katarina (not real name) was married to the man of a different tribe in 1991 and had six children. His family was not satisfied with their son marrying and marital strife started to occur leading to the marriage breakdown in 2009. When they divorced, the husband was not caring for her and the six children anymore and she was not sure of what to do. Her husband and his family deserted her and the children and were not providing support. She was left alone without any help. The husband was depriving her of the property while he was employed as a teacher. She filed a complaint with

WASHEKANYA paralegals who called him for reconciliation and informed him of his legal responsibilities to provide for his children. He agreed to provide maintenance after every two months which Katarina usually collects from his work place at Umoja primary school. Although the amount given is still minimal, she uses it to buy basic necessities for the children.

CASE STUDY 8: HUSBAND USED TO BATTER HER

Age: 24

Anne (not real name) had conflicts with her husband that resulted to domestic violence. Her husband was engaged in extra marital affairs. Each time she inquired about it, the husband would beat her. She referred the problem to WAKI paralegals who conducted reconciliation three times and finally the husband decided to change. They are now living in harmony and the husband is even helping her with household chores and she is thankful to the WAKI paralegals.

CASE STUDY 9: HARRASSED FOR BEING A WIDOW

Age: 33

Mabel (not real name) is a widow and had misunderstandings with her neighbor. Her neighbor was accusing her of having an affair with her husband because she is a widow living with her children only. She was not happy at all living such kind of a life (i.e. being accused and abused everyday). She referred the problem to WAKI paralegals who provided counseling and reconciled her with her neighbor. Her neighbor has now stopped verbally abusing her and accusing her of sexual relationship with her husband. They are now living peacefully. She is thankful to WAKI paralegals who for helping people in need of comfort like widows.

CASE STUDY 10: MY PARENTS NEGLECTED ME

Age: 15

Hilda (not real name) had problems with her parents since schools were closed. She was just at home doing nothing. She asked her parents to allow her find a job so that she could raise capital for the tomato business which she wanted to start in Mtabila refugee camp. They refused and insisted she should stay at home and do household work. But she was not getting any help from parents in terms toiletries and soaps. She needed freedom to be able to work and meet her necessities. Fortunately she was at one time able to attend a seminar organised by WAKI paralegals and she received knowledge on children's rights. She shared her story to the WAKI paralegals who decided to visit her family and advise the parents accordingly. It took two weeks for her to get permission from the parents to start the business. She is now able to afford to buy clothes, toiletries and other necessities.

CASE STUDY 11: REJECTED BY THE FATHER

Age: 19

Olipa (not real name) is the first born in her family. Her father has abandoned her claiming that she is not of his blood. Even other members of the family abandoned her believing the words of the father. Later on, Olipa's parents deserted the children, they went to live in one of the Tanzanian villages. When the parents come back to the refugee camp to visit the children, they harass Olipa and force her out of the house. And the father always tells the rest of the children that Olipa is not their sister and she is not supposed to live in the same house with them. Life for her has been very difficult and she is unhappy all the time. She reported the problem to IRC SGBV office and UNHCR and they tried as much as they could to solve the problem and there were some changes. The matter concerning her was also reported to WAKI Paralegals by one of her friends and the WAKI Paralegals visited them at home and counseled the family. The WAKI paralegals have been following up the case and Olipa said the situation is better now because she is no longer harassed by her father. Olipa said she was thankful to WAKI Paralegals and others like IRC SGBV office and UNHCR for intervening in the case.

CASE STUDY 12: DENIED THE RIGHT TO BE A MOTHER

Age: 21

Nelly (not real name) had a child out of wedlock. Since she was not married, her cousin decided to include her child's name on her food ration card list without the mother's permission. The two had a misunderstanding and they went to WAKI Paralegals for advice. WAKI paralegals took referred them to the relevant authorities who assisted Nelly to get back her child's ration card.

CASE STUDY 13: I WAS A DRUNK AND ABANDONED MY CHILDREN

Age: 38

Rosalina (not real name) described herself as once being a drunkard and could not take proper care of her three children. At one point, she cohabited with a man and both of them would get drunk and fight. She confessed that her home was just chaos. She is HIV positive but did not adhere to medical requirements. She stopped taking ARVs because of heavy drinking. The WAKI paralegals assisted her, by educating her on her legal obligation to look after the children and stop the bad drinking habits. They advised her to take care of her family. Although the man she was cohabiting with left for Burundi, they agreed to change and she is now living peacefully with her children and her health has now improved.

CASE STUDY 14: I WAS BEING FORCED INTO MARRIAGE

Age: 38

Diana (not real name) testified that a man aged 30 years was forcing into marriage but she did not want. She refused because she once took care of him while he was young and she treated him like her own son. Because of the pressure from him, she was forced to leave the house and live in the forest until one of the WAKI paralegals referred her to relevant authorities who allocated her a plot within the Camp where she built her house. She is now living in peace with her children, away from the man who used to harass her.

ANNEX 5: LIST OF DOCUMENTS REVIEWED

United Nations High Commission for Refugees, (2010), Age, Gender, Diversity Mainstreaming Assessment in Nyarugusu Refugee Camp, Kasulu

United Nations High Commission for Refugees, (2009), Age, Gender, Diversity Mainstreaming Assessment in Nyarugusu Refugee Camp, Kasulu

United Nations High Commission for Refugees, (2010), SGBV Quarterly Report January-March 2010, Mtabila and Nyarugusu Refugee Camps, Kasulu

United Nations High Commission for Refugees, (2010), SGBV Quarterly Report April-June 2010, Mtabila and Nyarugusu Refugee Camps, Kasulu

United Republic of Tanzania (1998), Refugee Act

United Republic of Tanzania (2008), Ministry of Home Affairs, Statement by Honourable Lawrence Kego Masha Minister of Home Affairs during the 59th Session of the Executive Committee of UNHCR, Geneva

United Republic of Tanzania (2010), Prime Minister's Office, Regional Administration and local Government, National Strategy for Community Integration Programme 2010-2014, Dar Es Salaam

Women's Legal Aid Centre (2008), Baseline Survey on Access to Justice for refugee Women and Girls in Nyarugusu and Mtabila Camps , Kasulu

Women's Legal Aid Centre (2006), Strategic Plan 2006-2010, Dar Es Salaam

Women's Legal Aid Centre (2008), Rapid Assessment of Mtabila Refugee Camp, Kasulu

Women's Legal Aid Centre (February 2009), Narrative Quarterly report to One World Action for the 'Access to justice for Refugee girls and women project, Dar Es Salaam

Women's Legal Aid Centre (February 2009), 2008-2009 Narrative Annual report for the 'Access to justice for Refugee girls and women project, Dar Es Salaam

Women's Legal Aid Centre (February 2010), 2009-2010 Narrative Annual report for the 'Access to justice for Refugee girls and women project, Dar Es Salaam

Women's Legal Aid Centre (2009), Report on Follow up visit to Nyarugusu Camp, Kasulu

Women's Legal Aid Centre (2010), Midterm evaluation report of the project on 'Access to justice for refugee girls and women, Dar Es Salaam

ANNEX 6: TERMS OF REFERENCE

TERMS OF REFERENCE FOR FINAL PROJECT EVALUATION NAMED ACCESS TO JUSTICE FOR REFUGEE WOMEN AND GIRLS IN TANZANIA

1. BACKGROUND

Women's Legal Aid Centre (WLAC) is a voluntary, private, non-governmental, non-partisan, and non-profit organization, registered in 1994 under the *Companies Act*, (Cap. 212 R.E 2002). WLAC envisions a just society that respects and promotes the rights of women and children.

WLAC strives to promote and protect women's and children's rights through providing access to justice with legal aid services, providing education on legal literacy, raising human rights awareness through campaigns, and by lobbying and advocacy on gender responsive policies at the local, regional, national, and international level.

The access to Justice for Refugee Women and Girls is a three year project commenced on May 2008 and shall run until May 2011. The Project is funded by the UK based One World Action / Baring Foundation. The broad objectives of the project are to assist refugee women and girls to access justice and to strengthen the capacity of refugee communities in Tanzania to respond to sexual and gender-based violence in three refugee camps namely Nyarugusu, Mtabila, and Lugufu.

The project objectives:

- (1) To sustain and strengthen the capacity of the refugee communities in three camps in their response to sexual and gender based violence through training sessions, mass meetings, and awareness raising campaigns;
- (2) To promote and increase refugee women's and girls' equal access to and full participation in informal and formal justice systems and, to enable women and girls to address sexual and gender based violence and other human rights abuses through capacity building training sessions and information sharing;
- (3) To strengthen the provision of legal aid services in the camps through training local community paralegals to provide free legal services to disadvantaged women and children as an integral part of legal aid services in the camp; and
- (4) To strengthen and build the capacity of the law enforcers to recognise sexual and gender-based violence, to encourage host communities to respect the rights of refugees, and to provide training on how to deal with refugees during times of decision making.

2. SCOPE OF WORK

2.1 Purpose and Objectives of Evaluation

2.1.2 Main objectives of the evaluation are:

- To provide information on progress made towards achieving aims, objectives, and expected results as set out in the in the project proposal.
- To provide a clear overview of the effectiveness, efficiency, sustainability, of the project and the impact of the work.
- To assess the impact of program interventions on gender relations and establish benchmarks for future programming.

- To indicate provide insight to improve future development policies and practices, as well as organisational functioning.

The final evaluation is expected to cover the following aspects:

i. Quality and Relevance of Design

Assess whether the current project design is appropriate and relevant. This assessment shall take into consideration that the project context, threats, and opportunities may have changed during the course of the project. Assess what adjustments have been made and what other adjustments may be necessary. In particular:

- To what extent does the project respond to priority issues?
- To what extent have the objectives and strategies of the project have been valid?
- What is the value of the intervention in relation to national priorities, etc.?
- Do stakeholders care about the project and believe it brings change?

ii. Effectiveness

Assess the major achievements of the project in relation to its stated objectives and intended outputs.

- Assess what has been achieved by the project thus far, including qualitative evidence (e.g. opinions on the project's effectiveness based on impressions and interviews with target groups, partners, government, etc.)
- How many women and children have the interventions reached?
- Describe any major failures of the project, explaining why they have occurred and what can be done to ensure they are avoided in the future.
- Identify any exceptional experiences that should be highlighted (e.g. case-studies, stories, best practice).

iii. Efficiency of Implementation

Assess to what extent resources are being used economically to deliver the project are plans being used, implemented and adapted as necessary?

For example:

- Is the overall project action plan used and up to date?
- What % of activities in the work plan is being delivered?
- Is financial spending in line with plan?
- Is monitoring data being collected as planned, stored, and used to inform future plans?

Assess other program management factors important for delivery, including:

- Capacity gaps (e.g. in the project team, other internal functions such as HR or Finance, or external organizations as appropriate).
- Working relationships with partners and stakeholders.
- Learning processes such as self-evaluation, coordination, and exchange with related projects.

iv. Impact

- The evaluator will assess to what extent the project has achieved its goals and made a difference and how the targeted population is being affected.
- The evaluator will describe the visible and potential changes to the project plan, taking into account unforeseen impacts, both positive and negative.

v. Potential for sustainability, replication and magnification

The evaluator is expected to assess the key factors affecting sustainability of the project, such as:

- What are the social and political environment/ acceptance of the project?
- Is/will the project contribute to lasting benefits? Which inst could/ will ensure continuity of project activities in the project area?
- How viable are the new institutions (enterprises and community groups) and technologies promoted by the programme in the long term?
- Is there evidence of organisations/partners/communities that have copied, upscaled or replicated project activities beyond the immediate project area? Is such replication or magnification likely?

Assess and make recommendations on the key strategic options for the future of the project (i.e. exit strategy, scale down, replication, scale-up, continuation, major modifications to strategy).

3. METHODOLOGY

The consultant shall employ both qualitative and quantitative methodologies. They may use variety of data collection tools including, but not limited to: participatory methodologies, interviews, focus groups, and field observations among others. The consultant will use the collection tools that they perceive as being appropriate for capturing and analyzing the information required. The consultant will also suggest an appropriate sample, which will be both cost effective and provide significant results.

4. PROFILE OF THE EVALUATION TEAM

The Evaluation Team Leader shall be a person with expertise on social/ legal research and with some knowledge of general refugee issues.

He/she must be capable of designing the evaluation research using appropriate methodologies as well as being capable of analysing the data, drawing conclusions, and making recommendations.

5. EVALUATION OUTPUTS AND DELIVERABLES

The Evaluation Team Leader is expected to provide the following deliverables:

- A comprehensive Evaluation Report with practical recommendations;
- List of people and institutions consulted/interviewed.

9. ASSIGNMENT BUDGET

Generally resources available for the evaluation will cater for consultant fees (not reimbursable) and reimbursable for stationery, travel, and subsistence allowance. The evaluating expert will propose a budget for negotiation.