Real-Time Evaluation of World Vision’s Response to the Refugee Influx in Lunda Norte, Angola
April 2018

Executive Summary
World Vision’s Category III multi-country national office response to the conflict in Lunda Norte, Angola was declared on 1 July 2017. The goal of the Response was ‘to provide general humanitarian and lifesaving assistance to 30,000–50,000 Congolese refugees’. In a context characterised by limited donor funding and media attention, World Vision Angola has led the management and coordination of the refugee settlement in Lovua. World Vision Angola’s interventions are focused on food assistance, child protection, nutrition, and livelihood, as well as ensuring quality water, sanitation and hygiene (WASH) services, and a health clinic. This is all done with the aim of saving lives and alleviating suffering.

Context
While there is a growing need for humanitarian assistance in Angola, the funding outlook remains static, with indications of donor fatigue. With the situation in Kasai still volatile and insecure, the influx of refugees is ongoing and unpredictable. This is a children’s crisis, with 75 per cent of the refugees being women and children, 52 per cent of which are children. Importantly, the 35,000 registered refugees outnumber the approximately 12,000 host community members.

"It’s an invisible crisis, and difficult to raise funding." - Partner

"World Vision has walked on violence, World Vision has provided us with knowledge and advice on how to protect ourselves from physical and sexual violence." – Female

RTE Process
A Real Time Evaluation (RTE) of WorldVision’s response to the refugees from the DRC in Lunda Norte, Angola was carried out from 8–18 April 2018. The purpose of the RTE was to assess the Response against four criteria, culminating in a workshop for the World Vision staff. Staff validated the findings and helped to define the conclusions and recommendations presented in this report.

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<thead>
<tr>
<th>Stakeholder</th>
<th>Method</th>
<th>Number/Gender</th>
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</thead>
<tbody>
<tr>
<td>Refugees (men, women, girls and boys)</td>
<td>Focus group discussions (FGDs)</td>
<td>96 refugees (including 20 girls and 20 boys, 20 women, 8 male local leaders, 20 men)</td>
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<tr>
<td>Refugees (men and women)</td>
<td>Key informant interviews (KIIs)</td>
<td>3 women, 8 male local leaders, 5 men</td>
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<tr>
<td>Host community (men, women, girls and boys)</td>
<td>FGD</td>
<td>10 men, 10 women, 2 boys and 8 girls</td>
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<tr>
<td>External agencies (UN, donors, partners)</td>
<td>KIIs</td>
<td>8 from 5 different agencies at Lunda-da, Dundo and Lovua levels</td>
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<tr>
<td>World Vision staff</td>
<td>KIIs and surveys</td>
<td>26 staff (including 20 KIIs [1 Global Centre, 2 regional office, 2 support office and 8 national office and 7 field staff] and 6 surveys)</td>
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<td>Total</td>
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<td>160</td>
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Main Findings

Programme Effectiveness:
- World Vision’s response has largely been perceived as timely, responsive, child-focused and donor driven. World Vision’s operations in Lunda Norte have grown from food and non-food items (NFI) distribution to include logistics, camp management and coordination, livelihood, nutrition, child protection (CP) and shelter construction.
- Refugees report a reduction in physical and sexual violence and malnutrition in the settlement.
- Some staff say that a strengthened integrated approach between nutrition, CP, mental health and psychosocial support (MHPSS) and early childhood development (ECD), as well as working through informal sectors (e.g. professors, nurses and mobilisers), can increase the impact on child well-being.
- Refugees, including children, request faster and increased levels of livelihood, education and health interventions.
- Humanitarian standards with regards to camp management and food assistance are mostly met; the provision of quality WASH services must be expedited.

Relevance and Responsiveness:
- While most refugees are satisfied with the levels of participation, information sharing and feedback, accountability to beneficiaries can be strengthened.
- Increased targeted interventions for vulnerable groups are requested by most refugees. Enhanced inclusion of religious leaders, nurses and traditional healers may increase impact.
- Important efforts to promote peaceful co-existence between different tribes in the camp and between refugees and the host community have taken place.
- Moving forward, increased efforts are needed to ensure that vulnerable host community members can benefit from activities planned for refugees, especially in livelihood (agriculture and economic activities), education and health.

Organisational Efficiency:
- Internal coordination and communication and decision-making are generally strong in the Response.
- Grant acquisition has been sourced locally; however, limited funding for the crisis is perceived as the single greatest constraint to the Response.
- The Response has a strong ability to identify and fill gaps via real time learning and adaptation.
- Monitoring and reporting is fair, especially for food assistance; yet, a comprehensive monitoring and evaluation (M&E) system is required.
- Overall, the Response is understaffed due to a lack of funding, language barriers and insufficient local staff in finance, CP, M&E, camp management and security.

Coordination and Influence:
- World Vision is considered a strategic, reliable and flexible partner who is able to deliver the desired services and results.
- Coordination with stakeholders is largely positive and collaborative. At Dundo level, World Vision is actively and consistently engaged in relevant inter-agency mechanisms. However, increased consistency at Luanda level inter-agency meetings would be beneficial.
- Advocacy efforts are carried out mainly through UNHCR, as World Vision has yet to develop an advocacy strategy to effectively advocate for the refugee children in Angola.
- This includes a need to improve media, partnership and donor engagement to draw attention to refugee needs and World Vision’s Response.
Recommendations

Improve programme delivery, quality and approaches

- Strengthen integrated approach, especially in relation to CP, ECD and nutrition.
- Strengthen involvement of informal sector (e.g. community health workers, elected leaders and pastors).
- Establish/enhance Child-Friendly Spaces, playgrounds, sports and cultural activities, especially for children and youth.
- Upgrade provision of NFIs: mosquito nets, dignity kits, bedding, buckets for women (menstrual hygiene), seeds and tools for new settlement areas.
- Strengthen nutrition sector by improving screening and follow-up of moderate acute malnutrition cases, sharing relevant information with partners and donors.
- Extend humanitarian services to host communities to strengthen social cohesion.
- Strengthen health systems by ensuring availability of medicines and equipment, health professionals.
- Move from water trucking to boreholes as per minimum humanitarian standards.
- Better supply schools with chairs, pens, books; provide access to latrines and water near schools; extend education services to host communities.
- Widen plans for electricity within settlements to household/compound level.
- Further equip community mobilisers with: boots, lights, certifications.
- Provide MHPSS interventions for conflict-affected refugees.

Scale-up mid- to long-term programming, especially for livelihoods

- Reinforce provision of employment opportunities for both men and women
- Support income-generating activities (e.g. tailoring, carpentry, IT, co-ops, credit schemes, etc.)
- Support small-scale agriculture, tree nurseries and animal rearing projects
- Support construction of permanent shelters with separate spaces for parents and children, as per minimum standards.

Enhance focus and targeting of vulnerable groups

- Ensure livelihood trainings are available for youth.
- Guarantee nutrition programmes are targeting children under 5.
- Ensure maternal health and nutrition interventions are accessible to all pregnant and lactating women.
- Target and engage elderly, handicapped and other vulnerable groups more comprehensively.

Establish comprehensive monitoring, evaluation, accountability and learning (MEAL) system for entire response programme

- Ensure information sharing is standardised, and communicated in a culturally appropriate manner.
- Consider conducting an accountability assessment.
- Establish/reinforce complaint and response log books, databases and operating procedures.
- Consider sensitising refugees on human and refugee rights.

Develop and implement a joint, long-term funding strategy

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