

VOLUNTARY REPATRIATION OF SOMALI REFUGEES FROM KENYA

OPERATIONS PLAN JULY 2015 - DECEMBER 2019





This operations plan is guided by the operations strategy endorsed by the Tripartite Commission for the voluntary repatriation of Somali refugees from Kenya. It is based on the positive evaluation of the pilot phase concluded on 30 June 2015, which supported the launch of the enhanced phase of the repatriation exercise from July 2015.

It constitutes an operational guide for UNHCR and its partners in Kenya and Somalia to strengthen the voluntary repatriation process to support returns of Somali refugees from Kenya and their reintegration in Somalia.

General reference is made to the UNHCR Regional Strategy “Enhancing the Search of Durable Solutions for Somali Refugees” of May 2013 and the Voluntary Return Strategy for Somali Refugees from Kenya to Somalia of July 2015.

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1. Context

The multiple humanitarian crises in Somalia from conflict, drought-induced famine and floods have affected over 13 million people in the last 23 years. The volatile security situation resulting from the activities of radical militant groups, particularly Al-Shabaab, have constrained humanitarian space, access and operations in southern and central Somalia. This situation was exacerbated by drought in 2011 which caused massive displacement, including across borders into neighbouring Kenya and Ethiopia.

Despite past difficulties, renewed support and attention from the international community is allowing Somalia to show tangible signs of a return to normalcy and stabilization. This is especially evident in Somaliland and Puntland, but also in some areas in the south and central parts of the country. This positive trend has been characterized primarily by an improvement in the political and security landscape as a result of the election of a new president and parliament and some successes in containing radical militia and their allies.

UNHCR and the humanitarian community consider that these developments present prospects for the country and for refugees to explore the option of voluntary repatriation. UNHCR and its partners will maximize these efforts to create opportunities and to achieve durable solutions for the Somali refugee populations.

In the aftermath of the signing, on 10 November 2013, of the Tripartite Agreement, between the governments of Kenya and Somalia and UNHCR, governing the voluntary repatriation of Somali refugees living in Kenya, a pilot project to assist returns of Somali refugees from Kenya to Somalia was officially launched on 8 December 2014. This project targeted refugees intending to return to the three (3) districts of Baidoa, Kismayo and Luuq in Somalia. During the pilot phase, 2,589 refugee returnees were supported with return assistance and reached their destinations without encountering any specific security incidents or ending up in a situation of internal displacement. As agreed by the Tripartite Commission which was established under the aforementioned Tripartite Agreement to supervise its implementation, the pilot project ended on 30 June 2015 and is now replaced by a new set of enhanced arrangements to support voluntary repatriation from July 2015 contained in this operational plan.

In this regard, the Tripartite Commission endorsed the approach of the High Commissioner whereby UNHCR will expand its operational presence into six (6) additional areas of return in southern and central regions of Somalia, including Mogadishu. UNHCR will also activate this programme in Somaliland and Puntland in order to allow more refugees to access return assistance and livelihood start up grants. This brings to nine (9) the number of areas in south central regions where UNHCR and partners will be present on the ground to provide protection services and reintegration assistance.

All refugees returning to areas of south central regions other than those nine or to Somaliland and Puntland will receive return assistance in the form of cash grants.

While acknowledging these progressive and forward looking developments, UNHCR recognizes the need for asylum countries, like Kenya, which have demonstrated extraordinary generosity in this regard, to continue according international protection to Somali refugees. UNHCR will pursue ways of reinforcing and enabling the imperatives of asylum and solutions through innovative approaches such as better livelihoods opportunities, enhanced education support, strengthened cross-border programming for sustainable reintegration, exploration of alternatives and innovative pathways to solutions, including providing support to refugee hosting areas in Kenya. UNHCR will foster an area-based approach to reintegration in Somalia where the provision of return and reintegration packages will be one key element in anchoring sustainable solutions in order to avoid further



displacement. Reintegration activities (livelihood, etc.) will follow a community-based and co-existence approach to ensure assistance benefits refugee and IDP returnees, and the receiving population, avoiding conflict over resources. This will be done in close coordination with resilience and development actors, and UNHCR will play a catalytic role.

2. Geographical coverage and Action Plan

Based on a consultative process with the Federal Government of Somalia and partners in the Somalia Return Consortium, and with lessons learned from the Pilot Project, the following areas of return are where UNHCR and partners will ensure an operational presence to provide return and reintegration assistance to returnees from Kenya. The designated areas have been endorsed by the Tripartite Commission.

Designated areas with humanitarian access	Regions		Districts	
Puntland	All regions		All districts	
Somaliland	All regions		All districts	
Southern and central regions of Somalia	Bay	Middle Shabelle	Baidoa	Afgooye
	Gedo		Luuq	Balcad, Jowhar
	Lower Juba	Hiraan	Kismayo	Belet Weyne
	Lower Shabelle	Benadir	Wanla Weyn	Mogadishu

2.1 Reception and assistance

UNHCR in Kenya and Somalia support will assist the return of Somali refugees to any part of Somalia. However, there is a different approach to providing assistance depending on the area of return and the operational footprint UNHCR and partners have in each area.

Return assistance in Kenya and Somalia will be available throughout the year. However, it is acknowledged that the Deyr and Gu rainy seasons in Somalia from October-November and April-May respectively may temporarily halt return movements between Kenya and Somalia. The coastal rains in July may also disrupt movement. In this instance, air transportation will be provided to Kismayo or Mogadishu.

UNHCR Kenya will provide en-route return assistance comprising a cash grant sufficient to meet incidentals, passenger and baggage transportation costs, by road or using air travel¹. People with special needs will receive additional assistance as prescribed in the support package. Each individual will also receive a package of assorted core relief items, unless travelling by air when it may not be practical to distribute these.

All returnees will be received at the border by the Somali authorities, UNHCR and partners at officially designated border crossing points. The Border Way Station in Dhobley, with a capacity of 250 persons/day, and other similar interim facilities will be set up by UNHCR along the Kenya/Somalia border where access permits. Hot meals and water, basic WASH facilities, access to emergency health care, protection screening and awareness, and the provision of information on the areas of return will be available in Border Way Stations in Somalia. Existing Home Way Stations (Luuq, Baidoa, and Kismayo) will receive returnees for those locations and a new Way Station will be set up in Mogadishu. An expanded, light and flexible operational footprint will be established in Wanla Weyn, Afgooye, Balcad, Jowhar and Belet Weyne. Returnees to Somaliland and Puntland will be received in the same manner.

¹ The air travel option will be available for returning refugees going to Kismayo or Mogadishu.



Returnees to other areas will receive information and counselling on conditions in those areas upon arrival in Somalia at the first point of entry. They will then proceed using self-organized transport to their destinations of return using the cash grant received in Kenya. On arrival at the final destination in Somalia, they will receive a cash-based assistance package designed for those locations, upon successful verification of their presence.

The detailed description of the support package given in Kenya and upon arrival in Somalia, including the cash component is included in the Annex section of the Plan.

3. Implementation modalities

The plan outlines detailed implementation modalities which will be applied throughout the voluntary repatriation process. However, the parties may make ad hoc changes as dictated by operational exigencies and when endorsed by the Tripartite Commission. The return process will be done in a gradual and phased manner with a view of supporting the voluntary repatriation of 215,000 Somali refugees by the end of 2019, on the assumption that the political, socio-economic and security situation in Somalia improves, especially after the planned national elections in 2016.

Population Planning Figures

Year	Individuals
2015	10,000
2016	50,000
2017	75,000
2018	65,000
2019	15,000
Total	215,000

3.1 Definitions of target groups:

- ▶ **Returning refugees:** refers to individual refugees living in Kenya requesting UNHCR to support their decision to return with repatriation assistance.
- ▶ **Returnees:** refers to individuals or families who have already made an informed and voluntary decision to return and have returned.

3.2 Eligibility and limitations:

All Somali refugees registered by UNHCR Kenya and/or the Kenyan Department of Refugee Affairs (DRA) (if records are shared with UNHCR) are eligible for return assistance based on a Voluntary Repatriation Form (VRF) issued in Kenya. To avoid that return assistance becomes a pull factor in Kenya, limitations are established by UNHCR in Kenya and Somalia to access return assistance as follows:

- Newly arrived Somali refugees in Kenya requesting return assistance within the first 12 months of their arrival in the country will not be assisted;
- Returnees in Somalia who come back to Kenya for asylum purposes will not be provided with return assistance until the commencement of the promotion phase of the return process;
- Return assistance in Kenya and Somalia within the present framework will only be provided to registered refugees; hence unregistered persons will not receive return assistance;
- Refugees who were inactive in the UNHCR Kenya database as of 8 December 2014 and who return to Kenya will not be entitled to return assistance packages in Kenya. However they may access reintegration assistance in Somalia.

3.3 Data related to persons of concern

Specific data sharing protocols were established under the Pilot Project to manage and secure confidential data related to the returnees, their departure from Kenya, arrival in Somalia and assistance received from UNHCR and partners in both Kenya and Somalia. The arrangements in place and the protocols will be continually strengthened by UNHCR in both Kenya and Somalia to protect confidentiality and ensure secure, controlled and effective communication and information sharing on persons of concern. Currently, *ProGres* Lite receives the transfer of returnee data from UNHCR Kenya to UNHCR Somalia.

3.4 Voluntary return support in Kenya to Somali refugees

Due to continued insecurity in many areas of the southern and central regions of Somalia, UNHCR Kenya will supervise and monitor the repatriation process very closely with due regard to protection prerequisites and prevailing standards. The decision of refugees to return to Somalia will be assessed and verified by UNHCR at the Return Help-Desks after a thorough counselling process on conditions in the relevant areas of return in Somalia. Once accurate and up to date information on areas of origin has been shared with the refugees, and refugees have acknowledged their understanding of the information and reflected on it, adult individuals confirm the decision to repatriate is informed, free and taken without undue influence or duress, by signing the Voluntary Repatriation Form (VRF). UNHCR will confirm and attest to the voluntary and informed choice of the refugee by co-signing the VRF. On the VRF, the final destination in Somalia may fall under the following categories: any one of the nine (9) areas where UNHCR will have an operational footprint in southern and central regions of Somalia, namely: Afgooye, Baidoa, Balcad, Belet Weyn, Jowhar, Kismayo, Mogadisho, Luuq, and Wanla Weyn (all subject to change depending on the security situation in Somalia); any part of Somaliland or Puntland and; any other part of Somalia.

3.5 Strengthening protection and return services at the Return Help-Desks

The integrated Return Help Desks in Kenya will be strengthened through the provision of regular and up to date country of origin information by UNHCR Somalia for dissemination to refugees who make inquiries about return or express an intention to return. Return Help Desks will also be established and equipped in Kakuma refugee camp and in Nairobi (roving in other urban areas). These Help Desks are operated by UNHCR, the Norwegian Refugee Council (NRC)/Danish Refugee Council (DRC) and the Department of Refugee Affairs (DRA) and served by Repatriation Assistants from each agency who provide the following individualised services to refugees:

- a) Counselling of the situation in the area of planned return in Somalia, in particular with regard to security, public services and available humanitarian assistance²;
- b) Provision of regular area of origin general information;
- c) Travel conditions on road from Kenya to Somalia border and on transit to final destination areas in Somalia, especially with regard to safety and security;
- d) Provision of family reunification services and information to prevent child trafficking risks;

² according to Country of Origin regular information-sharing products

- e) Completion of return counselling questionnaire to verify voluntary nature of the decision to return;
- f) Provision of information on the available UNHCR humanitarian assistance for returning refugees in Kenya and Somalia;
- g) Facilitation and guidance on documentation and procedures required to benefit from return assistance (Government of Kenya movement pass, completion of Voluntary Repatriation Form, requirement to surrender ration card, Kenya government issued alien/refugee identity card, residential plot);
- h) Provision of a Frequently Asked Questions leaflet for post counselling reference by refugees;
- i) Initial mine risk education, sexual and gender-based violence and child protection awareness;
- j) Issuance of civil and educational documentation for individuals who do not have them;
- k) Registration of refugees who freely and voluntarily decide to return to Somalia in order to provide targeted protection and community services, particularly with regard to people with specific needs. In addition, de-registration of returning refugees to ensure that the integrity of the population database is maintained and to facilitate protection and reintegration monitoring in Somalia;
- l) Composition of passenger manifest and sharing with UNHCR Somalia and WFP;
- m) Facilitation of medical health screening for returning refugees;
- n) Support referral for the collection of the cash grant (USD 120 per person or USD 150 per person with special needs as certified by a medical practitioner on the Fit to Travel Form); Refugees returning by air transport will receive USD 60 (USD 75 for people with specific needs). Refugee traveling from Nairobi USD 80 (USD 100 for people with specific needs);
- o) Support referral for the collection of core relief items and high energy biscuits.

3.6 Return Help Desk information management

UNHCR will maintain accurate information for oversight and accountability purposes as well as to generate analytical operations data. This will be important for operations and protection management purposes.

- a) Completion of the automated return counselling questionnaire and entering of related events onto the *ProGres* database to ensure accurate collation of statistics;
- b) Maintenance of an accurate database of all refugees who appear before the Return Help Desk to facilitate tracking and statistical data generation;
- c) Preparation and sharing of repatriation individual data with UNHCR Somalia and other relevant partners;
- d) Weekly generation of a summary of information and statistics on the return process and distribution to key stakeholders and partners.

3.7 Border monitoring for returning refugees

UNHCR and partners will monitor the protection situation of refugees travelling to and crossing the Kenya-Somalia border with regard to safe and dignified return movements, prevention of detention, and compliance with immigration, customs and health formalities as contained in articles 20 and 24 of the Tripartite Agreement. In addition, enhanced border monitoring is critical in order to prevent measures amounting to *refoulement* or less than voluntary return movements. This activity will also support access to territory and asylum procedures. The monitors are also located in Nairobi and the refugee camps in Kenya (Dadaab and Kakuma) to ensure that undue influence is not exerted on refugees in the decision-making process on return.

3.8 Voluntary return health screening

UNHCR, in collaboration with health partners in Kenya, will provide returning refugees with basic health care and immunization services. Only refugees who are certified fit to travel will be assisted to return. Those found unfit to travel will be provided with the necessary remedial medical attention or individualised health assistance. After treatment, they can depart when fit to travel.

3.9 Support to improve security on return routes

The Kenya National Police Service will be capacitated further to provide adequate and effective security on return routes within Kenya. This will ensure that returning refugees have adequate security measures en-route and that return movements take place in conditions of safety and dignity.

3.10 Community participation and mobilisation

UNHCR will ensure the participation of refugees in the planning and implementation of this return process using an Age, Gender and Diversity (AGD) approach to participatory assessments. To this end, UNHCR will regularly undertake a comprehensive AGD-based participatory assessment and analysis of the intentions of the Somali refugee population, particularly with regard to those from the nine return areas where reintegration assistance is provided by UNHCR and partners (Focus Group Discussions, Return Intention Survey, etc.). A skills, knowledge and experience profiling will also be undertaken to prepare targeted livelihoods support to refugees.

3.11 Confirmation of voluntary nature of return

Refugees who approach the Return Help Desk undergo the following process:

- a) Verification of refugee status;
- b) Counselling and provision of information on conditions in Somalia, specifically on their area of return;
- c) Completion of counselling questionnaire;

- d) Communication of decision to return;
- e) Reaffirmation of decision to return after completing a 7 day ‘reflection period’ where refugees are encouraged to reflect upon their impending return in light of the information and counselling they have received;
- f) Verification and confirmation of decision to return after a 7 day period of reflection;
- g) Exit formalities interview;
- h) Cross checking of special needs and vulnerabilities;
- i) Completion and signing of the Voluntary Repatriation Form (VRF) in 5 copies (one for the returnee, one for DRA, one for Kenya Immigration, one for Somalia Immigration, one for UNHCR Somalia);
- j) Health screening;
- k) Cash grant receipt;
- l) Completion of manifest;
- m) Provision of overnight shelter at transit centre and ‘wet food’ feeding;
- n) Provision of pre-paid bus transport or air transport to Somalia.

3.12 Confirmation of personal and family composition

The principle of family unity will be actively protected by all actors. To this end, confirmation of the personal status and family composition of each refugee will be undertaken before departure. The information will be verified in *ProGres* by UNHCR and recorded in the counselling questionnaire. Family unity will be maintained during the return journey, unless reasonable arrangements have been made splitting the family for justifiable reasons.

3.13 Voluntary Repatriation Form and deregistration

The voluntary nature of the return will be confirmed and verified by UNHCR as outlined above. Prior to departure, on the day before return travel commences, the refugee will handover to UNHCR the Food Ration Card and to the Kenyan authorities (Department of Refugee Affairs – DRA) the Kenya government Alien Identity Card. Refugees may keep their alien card³ (clipped at the edges by DRA) in order to facilitate identity verification in Somalia.

The Voluntary Repatriation Form will then be issued by UNHCR Kenya. It is signed by every adult returning refugee and counter-signed by UNHCR Kenya. A returnee passenger manifest is prepared and communicated in advance to UNHCR and WFP in Somalia. The returning refugees will stay overnight at the departure transit centres in Dadaab and other locations in Kenya (Kakuma and Nairobi) on the day before the departure date. On the day of departure they will proceed through immigration and customs control and fulfil exit procedures and formalities. They will then be escorted by the Kenya Police Service to the border crossing point, if travelling by road. Should the refugees opt for air transport, available for Mogadishu and Kismayo bound passengers, exit formalities will be completed depending on whether regular commercial or charter flights have been organised. The

³ Or equivalent document issues by the hosting Government.

passenger manifest of confirmed returning refugees will be shared with UNHCR Somalia together with the *ProGres* individual registration data. The individual refugee data is inactivated on the UNHCR Operations *ProGres* database maintained in Kenya. The individual data is transmitted to UNHCR in Somalia where it will be activated using *ProGres* Lite in order to facilitate provision of assistance and the protection monitoring of returnees.

3.14 Measures to prevent a “revolving door” phenomenon and facilitate access to asylum

To ensure that return is genuine and not done solely to access assistance, and to facilitate access to asylum for refugees who return under this process but subsequently have to flee to Kenya again for international protection purposes the following measures are in place:

- i) All returning refugees who depart on the convoy and are confirmed to have safely arrived in Somalia will be inactivated in the UNHCR Kenya *ProGres* database and activated on the UNHCR Somalia *ProGres* database for assistance and returnee monitoring purposes;
- ii) Returnees, having returned to Somalia under this programme, who subsequently present themselves in Kenya as refugees and claim asylum will be required to undergo refugee status determination on an individual basis before having their new refugee status recognised;
- iii) Returnees, having returned to Somalia under this programme, who subsequently present themselves in Kenya as refugees (recyclers) and claim asylum, before three months have elapsed after their return to Somalia, will be required to undergo a needs assessment before being issued with a new ration card. This is because it will be assumed that they are still in possession of the three months return and reintegration assistance they received upon departure in Kenya and arrival in Somalia;
- iv) Returnees who have spontaneously departed for Somalia before 8 December 2014 and return to Kenya will not be entitled to the return assistance package in Kenya. However, they will be entitled to receive the reintegration assistance in Somalia.

3.15 Livelihoods support in Kenya

UNHCR Kenya will align its livelihoods programme with existing and projected opportunities in Somalia. A mapping exercise will be carried out to identify the existing opportunities in Somalia and the required skills. To facilitate this process, a monthly cross-border reintegration meeting has been established to discuss and develop projects, both of a joint and standalone nature, with government representatives, partners and stakeholders in Kenya and Somalia. This meeting will take place one day before – and feed into – the scheduled monthly cross-border coordination meeting and also inform the Technical Committee of the Tripartite Commission.

3.16 Assistance provided in Kenya

Each refugee family returning to the designated return areas in Somalia will be provided with the following return assistance package **prior to departure** (before the actual movement of the individual):

UNHCR standard return package to be provided in Kenya for adults and children	
Justification	
CASH GRANT FOR RETURNING REFUGEES USING ROAD TRANSPORTATION	
A cash grant in the amount of USD 120 (USD 150 for people with specific needs). In the cross-border coordination meeting held on 30 April 2015, UNHCR Somalia informed that the previous level of cash grant used in the pilot project was not sufficient as returning refugees were finding it difficult to afford transportation costs to reach their final destinations. The lesson learned during the pilot project is that refugees are using the cash grant mainly for transportation costs and supplementary food, in particular for children. Therefore, there is sufficient protection based justification to increase the grant.	100% prior to departure
CASH GRANT FOR RETURNING REFUGEES USING AIR TRANSPORTATION	
Taking into consideration that returning refugees will travel only for a few hours or at most a day to reach their final destination in Kismayo, Mogadishu or surrounding areas, the cash grant for these refugees is set at USD 60 (USD 75 for people with specific needs). For those travelling from Nairobi it will be USD 80 (USD 100 for people with specific needs).	100% prior to departure
LIGHT NFI PACKAGE: 1 blanket per person, 1 sleeping mat per person, 1 mosquito net per 2 persons, 1 jerry can (10 lt.) per family 1-2 members or 2 jerry cans (10 lt.) per family ≥3 members, 1 Solar Lantern (10 lt.) per family 1-2 members or 2 Solar Lanterns (10 lt.) per family ≥3, energy biscuits per person.	
HYGIENE AND DIGNITY KIT: 1 soap bar per person, 3 female underwear pants, 8 sanitary pad, crockery and eating utensils.	
To ensure that the basic needs related to decent accommodation and hygiene during the journey from Kenya to place of origin in Somalia are addressed.	

3.17 Providing information to refugees and returnees

Refugees will be assisted to make a free and informed choice about when to voluntarily return to Somalia. To enable this, refugees will be provided all the available country of origin information at the Return Help Desks in Kenya, but will also be provided with the means and support to travel to Somalia, on Go and See visits, in order for them to observe for themselves the progress that is being made with regard to making conditions in that country conducive for sustainable returns and reintegration.

3.18 Go and See, Come and Tell visit

UNHCR will organize Go and See visits to the main areas of return in Somalia where security and access permit, actively engaging refugee representatives. In addition, Come and Tell visits will be organized from various areas of Somalia to Kenya to enable returnees and local authorities to talk with refugees and discuss actual living and security conditions in areas of return in Somalia.

3.19 Strengthening of Area of Origin Information

Information on the nine districts where UNHCR will provide return and reintegration support, will be compiled in District Profiles, brochures summarizing key services available and other important information on areas of return, and a video explaining the steps in the return process outlining assistance provided will be made available to refugees in Kenya and to returnees at Border and Home Way Stations in Somalia for their information and understanding. Information which is not specific to each district, but important for regional analysis (food outlook, rain/drought forecast, security developments, among others) will also be shared at Return Help Desks.

3.20 Reception and transit assistance upon arrival to the border of Somalia

Border Way Stations are located at the official cross-border points such as Dhobley. In Dhobley, the Jubaland Interim Administration, together with UNHCR, receives the returnees from the Kenyan Department of Refugee Affairs (DRA) at the border. The DRA hands over the Kenya movement passes to the Dhobley authorities and the buses then proceed to the Border Way Station. Upon arrival at Border Way Station, based on presentation of a Voluntary Repatriation Form (VRF) by each returnee to the Jubaland authorities – who also verify the DRA movement passes –, returnees are granted entry to the Way Station facility to access basic services. These services include:

- ▶ Hot meals;
- ▶ Toilets and showers;
- ▶ Health care;
- ▶ Lodging for a fixed period of time as determined by circumstances (usually for one day);
- ▶ Mine risk education;
- ▶ Family tracing service;
- ▶ Information, counselling, legal assistance;
- ▶ Immunization and basic health care;
- ▶ Back to school campaign;
- ▶ Information on available assistance, transport options, security en route;
- ▶ Information on humanitarian and development organizations and service providers specific to the district of return.

The capacity of the Border Way Station at Dhobley is 250 persons per day.

A verification exercise is conducted based on registration data provided by UNHCR in Kenya. The verification is conducted on the basis of names, individual photographs, family composition and biometric fingerprints with the aim to verify that the persons requesting protection and assistance at Way Stations are as recorded in the VRF.

Following verification of biometric information based on *ProGres* registration in Kenya, returnees will be directed to Home Way Stations in Kismayo, Baidoa, Luuq and Mogadishu, or to specific points of contact in one of the other 5 accessible areas of Johar, Afgooye, Balcad, Belet Hawa and Belet Weyne. Those returning to other areas where UNHCR and partners do not have an operational presence will be instructed on how to access return assistance at their final destination.

Transport from the border way station to the areas of return remains self-organized by the returnees using commercial public transportation.

3.21 Return and initial reintegration assistance in Somalia

The provision of assistance to returnees in the areas of return aims to support the basic needs of the returnee population for an initial period of twelve to eighteen months. The assistance package is designed around experience from IDP returns by the UNHCR-led Return Consortium since 2012, as well as the lessons learned during the pilot phase of this voluntary return operation. The composition of the assistance package also considers that comprehensive reintegration support at community level is still largely not in place and can only be meaningfully planned when returnees are actually present on the ground.

The assistance packages are provided on a family basis. Members of the same nuclear family will benefit from the assistance package only once. The contents of the assistance packages are as follows:

Somalia assistance package components	Refugee and IDP returns to Districts where UNHCR has a presence (9 Districts in southern and central regions + Somaliland and Puntland. As of June 2015, this includes Mogadishu.)	Refugee and IDP returns to Districts where UNHCR does NOT have a presence (all other areas in southern and central Somalia beyond the 9 districts identified)
Access to basic food and non-food needs	<ol style="list-style-type: none"> 1. Core Relief Items kits – UNHCR Standard⁴ 2. Emergency shelter kit (50mt. rope, 0.5kg nails) 3. Dry Food Ration (3 months – provided by WFP)⁵ 	1. 3-month cash transfer equivalent to the cost of the MEB ⁶ for the area of return concerned ⁷ .
Support to re-establishment of households and access to livelihoods	<ol style="list-style-type: none"> 4. Cash installation grant and livelihood start-up grant⁸: <ul style="list-style-type: none"> • USD 100 per person (with no age limitation and maximum ceiling of six) 	2. Cash installation grant ⁹ : <ul style="list-style-type: none"> • USD 100 per person (with no age limitation and maximum ceiling of six)
Multi-sector assistance to facilitate initial reintegration (12-18 months)	5. Community-based initial reintegration projects and individual-based support to vulnerable returnees (e.g. community infrastructures, schools, clinics, markets rehabilitation, cash for work, subsistence allowances for vulnerable cases, etc.)	NONE

⁴ Composed of: Blankets: 3 Pcs; Plastic Jerry cans 10L: 2 Pcs; BP 5: 7 Boxes; Soap Bar: 3 Pcs; Sleeping Mats: 3 Pcs; Plastic Sheets: 1 Pc; Cooking Pots: 2 Pcs; Large Spoon: 1Pc; Table spoon: 5 Pcs; Plates: 5 pcs; Metal Cups: 5 Pcs; Kitchen Knife: 1 Pc

⁵ Composed of: Sorghum: 50 kg; Pulses: 10 kg; Mix CSB Corn-Soya Blend: 10kg; Oil: 5L / per month

⁶ Minimum expenditure basket (MEB), consisting of minimum quantities of essential and basic food and non-food items. The MEB represents minimum set of BASIC food items comprising 2,100 kilocalories/person/day basic energy requirements for a household of 6–7 and non-food items. It is composed by: Sorghum/Rice, Wheat Flour, Sugar, Vegetable Oil, Milk, Meat, Tea leaves, Cowpeas, Kerosene, Soap (Laundry Bar), Firewood, Charcoal, Water (Jerican 20Lt), Human Drugs, School Fees, Grinding Cost, Clothes, Social Tax, Other (Specify) (source: <http://www.fsnau.org/sectors/markets>)

⁷ MEB value in March 2015 are: Lower Juba: 101 USD, Bay: 83 USD, Lower Shabelle 90 USD, Middle Shabelle 102 USD, Bari: 197 USD, Woqooyi Galbeed: 137 USD, (source: <http://www.fsnau.org/sectors/markets>)

⁸ In case of group-return by communities with homogenous livelihood strategy, and upon discussion with the concerned community different support can be provided for the same average value (i.e. agro-input and livestock; Cash For Work, etc.)

⁹ In case of group-return by communities with homogenous livelihood strategy, and upon discussion with the concerned community different support can be provided for the same average value (i.e. agro-input and livestock; Cash For Work, etc.)

3.22 Provision of return and reintegration assistance at the areas of return

UNHCR will offer material support to all refugees returning to all regions of Somalia. However, different approaches to providing assistance are used depending on the area of return and the operational footprint UNHCR and partners have in each area. As explained in A. and B:

A. Returnees to areas where UNHCR and partners have access and are capable to deliver return and reintegration assistance will receive the material support and services as follows:

- i) Existing Way Stations located in Luuq, Kismayo and Baidoa will continue to offer the same services in terms of reception and transit assistance to the returnees inclusive of mine risk education, vulnerability and health screening, awareness on housing, land and property rights, identity verification, hot meal, WASH facilities¹⁰;
- ii) In Baidoa, Luuq and Kismayo, the Somalia Return Consortium (SRC) partners will continue to manage the Home Way Stations and the provision of the assistance package;
- iii) In Afgooye, Wanla Weyne, Jowhar, Balad and Belet-Weyne, in absence of a dedicated Home Way Station and building on practice to provide assistance to IDP returnees since 2012, ad-hoc arrangements will be used by SRC members to offer the same services currently provided by the established Way Station, using the following delivery approach:
 - ▶ Lodging and access to hot-meals, water and sanitation will be covered by an additional one-day transit allowance of USD 6 per adult and USD 3 per child, to be arranged and dispensed through the use of local hotels and guesthouses;
 - ▶ Health screening will be conducted through use of existing (public or private) health facilities in the district capital;
 - ▶ Verification and registration activities will be conducted by SRC members and partners at their offices in those areas, or organized by them in community centres or other communal buildings that can be requested to be used or be rented;
 - ▶ Provision of information and awareness services (inclusive of mine risk education and awareness on housing, land and property rights) will be conducted on the same basis;
 - ▶ Distribution of Core Relief Item kits, emergency shelter kits and food assistance will be conducted by SRC and partners at rented storage facilities, community centres or other communal buildings that can be requested to be used, or rented;
 - ▶ Provision of livelihood start-up grants will be done via the existing mobile phone based money transfer system;
 - ▶ Returnee monitoring will be conducted as per any other location;
- iv) In Mogadishu, the same arrangement as per *ii*) should be applied for the first 3 months using the existing IOM reception facility (June to August), while a formal Way Station will be in place in Mogadishu by September 2015. This Way Station, in view of the dynamics of movements through Mogadishu, will serve returnees to Mogadishu as well as to other locations, i.e. act both as a Home Way Station for Mogadishu and as a Border Way Station for those returning elsewhere;
- v) Current arrangements with WFP for food assistance to refugee returnees will be extended to all these locations. However, in Mogadishu, WFP will serve returnees through Wet Feeding Centres located across the city.

¹⁰ As per the pilot phase.

B. Returnees to areas where UNHCR and partners do not have access and are ONLY capable to deliver return assistance will be supported as follows:

The return assistance will be provided by an automated money transfer service. If necessary, the return assistance will be provided by UNHCR to the returning refugees whilst still in Kenya to ensure that they remit the money safely and securely.

Installment #	Composition	Actions/Timing
1	Value of monthly MEB for the region of return (rate adapted to family size). <i>Example for a returnee household of 5 individuals to Jamame District: $((91^{11}/6)*5)= USD 77$</i>	Conditional to positive verification upon arrival. 1 day after arrival to final destination.
2	Value of monthly MEB for the region of return (rate adapted to family size). <i>Example for a returnee household of 5 individuals to Jamame District: $((9^{12}/6)*5)= USD 77$</i>	31 days after arrival to final destination (no verification required).
3	Value of monthly MEB for the region of return (rate adapted to family size) and Livelihood start-up grant. <i>Example for a returnee household of 5 individuals to Jamame District: $((91^{13}/6)*5)+(100 *5)= USD 577$</i>	Conditional to positive verification of the presence of the people of concern at their final destination by the SP (as per the first verification conducted upon arrival). 62 Days after arrival to final destination.

3.23 Protection services and monitoring

Given the impact of protracted conflict in southern and central regions of Somalia, to where most returns are expected, key protection services will need to be strengthened and, where necessary, developed in order to ensure viable access to physical and legal security.

Priority interventions in this area include:

- a) Monitoring activities will be conducted at District level through the combination of different approaches including: a) Protection and Returns Monitoring Network; b) UNHCR/IP Monitoring, c) Third Party Monitoring and d) SRC SMS/voicemail feedback and complaints mechanisms directly accessible to returnees. Monitoring will focus on the capacity and quality of protection and reintegration interventions as well as on the status and particular situation of returnees, including those with specific needs;
- b) Monitoring mechanisms will also follow the evolving security situation and CIMIC work with AMISOM and others will focus on addressing specific concerns. Refugees in Kenya will be informed of any changes to the security and protection situation generally, and the monitoring programme will work to be responsive to the priorities expressed by refugees during intention surveys;
- c) The Protection and Returns Monitoring Network (PRNM) system will be strengthened and expanded to embrace more systematic monitoring and analysis of the situation of returnees and their initial reintegration. UNHCR and NRC, with their network partners, will collect, compile and report on protection incidents and population movements and make timely referrals of victims and survivors of abuse for direct emergency protection and assistance interventions when needed;

¹¹ MEB value for Lower Juba in March 2015.

¹² MEB value for Lower Juba in March 2015.

¹³ MEB value for Lower Juba in March 2015.

- d) UNHCR will provide continued support to the Federal Government of Somalia with consultations on the draft amendment to the law on citizenship to have it adopted by law makers by December 2015;
- e) UNHCR Somalia plans to conduct two studies in 2015, in Kismayo and Baidoa, as a contribution to the efforts of the Housing, Land and Property (HLP) Working Group of the Protection Cluster to research HLP issues to foster durable solutions for the displaced. UNHCR will also enhance the provision of information, counseling and legal services on HLP rights to returnees and IDPs through existing partnerships;
- f) UNHCR Somalia will identify and establish appropriate procedures and facilities for people with specific needs to provide care and protection, including tracing and family reunification mechanisms for unaccompanied and separated returning refugee children. Such services will not be limited to refugee returnee children but will be available to all children in the districts of return. The implementation of these procedures and the provision of services will begin at the Border Way Stations in cooperation with UNICEF and other partners, and will continue at Home Way Stations and in all areas where networks extend.

3.24 Increasing opportunities for reintegration in Somalia in the short, medium and long-term

UNHCR will lead humanitarian partners to strengthen reintegration support for the first 12-18 months after return. The most vulnerable and needy returnees will be supported in addressing issues related to HLP, in constructing transitional and/or semi-permanent shelters, and in accessing employment or self-employment opportunities. Food assistance and subsistence allowance will be provided to returnees with specific needs for a period of one year. Humanitarian interventions will also include:

- ▶ Rehabilitation or construction of schools, health and other community essential facilities;
- ▶ Cross-border recruitment of teachers and government technical advisors;
- ▶ Support to the education sector through the provision of primary, secondary and tertiary scholarships;
- ▶ Livelihoods in agricultural, livestock or business inputs and training to needy returnees and members of local communities.

UNHCR will play a catalytic role and seek to mobilize a wide range of humanitarian, resilience and development agencies and NGOs to conduct interagency assessments, needs analyses and response plans aimed at increasing the absorption capacity in areas of return.

For medium and longer-term reintegration activities, UNHCR will undertake field visits, assessments and feasibility studies with the direct involvement of development actors, in seeking to bridge gaps between humanitarian and longer-term development programming. A strategic partnership with “resilience” actors will also be piloted in late 2015. This should continue in 2016 and beyond as a regular joint approach.

A particular emphasis will be posed, through dedicated advocacy, capacity-building, lobbying, consensus-building and agenda-setting events to ensure that comprehensive and longer-term reintegration activities are integral to and operationalized in the broader peace-building and state-building framework of the New Deal Somalia Compact, the Interim Poverty Reduction Strategy (IPRS) and the National Development Plan which is currently being scoped.

3.25 Support to capacity-building activities for Government-mandated institutions

UNHCR Somalia will continue to strengthen the capacity of the National Commission for Refugees and IDPs (NCRI) and the Jubaland Commission for Refugees and IDPs through material support, training and the payment of key salaries. Local administrations such as those in Dhobley, Baidao and Luuq will also be supported to facilitate return and reintegration activities. Examples of support include the provision of computer and office equipment, motor vehicles, incentive payments for the police, and support to travel and subsistence to be able to attend meetings organized by UNHCR. Similarly in Kenya, the Kenya Police Service and the Department of Refugee Affairs will receive capacity development support.

4. Communication

Communication in the voluntary repatriation process will aim to meet the information needs of the enhanced operation, with a view to guiding and synchronizing joint communication efforts in Kenya and Somalia in a manner that reflects realities and developments on the ground, in the repatriation and reintegration process. The joint communication efforts aim to accommodate information needs of direct and indirect stakeholders as well as those of external audiences. The activities included are designed to ensure that the target audiences are adequately informed and updated on the progress and process of the voluntary returns from Kenya to Somalia and on progress with reintegration in areas of return.

In order for Somali refugees in Kenya to make an informed decision about their voluntary return to Somalia, it is vital for them to be sensitized on all developments which are related to and can influence the voluntary return process. From a protection view point, it is imperative for them to have information on security conditions, rule of law concerns, political and socio-economic conditions, notably on access to essential services, livelihoods and housing, land and property and its restitution. It is equally important for them to know about the return assistance available in Kenya and Somalia, and the reintegration programmes and opportunities in their places of return.

Kenya has hosted Somali refugees for more than 20 years: both the authorities and the public need to be informed about how the return process is proceeding.

It is expected that with the enhancement of the voluntary return, the media interest in the process will increase. More journalists will be seeking to travel to refugee camps in Kenya and potentially to the return areas in Somalia to prepare reports from the ground.

This communication plan will help identify and use the best mediums, messages and actors to raise awareness through addressing refugee and returnee audiences and the general public in both countries, as well as the governments and other stakeholders.

Communication will be undertaken by the relevant bodies of the three parties of the Tripartite Commission as well as other partners involved in the voluntary return process in Somalia and Kenya. The Secretariat of the Tripartite Commission, at the request of the Tripartite Commission, will be responsible for drafting all official communications on behalf of the Commission, either on deliberations of the Commission itself, or of its Technical Committee. All members of the Tripartite Commission should identify their spokespersons or focal points who can speak to the press on behalf of their institutions.

Designated protection, durable solutions and field staff in Kenya and Somalia are mandated by UNHCR to communicate, counsel and share relevant information directly with refugees and returnees. The following are the communication audiences:

Primary target audiences:

- ▶ Somali refugees in Kenya (Dadaab, Kakuma and Nairobi);
- ▶ Returnees in Somalia;
- ▶ Government officials in Kenya and Somalia;
- ▶ UNHCR Somalia and UNHCR Kenya;
- ▶ Kenyan journalists/media;
- ▶ Somali journalists/media;
- ▶ International journalists;
- ▶ Development and Humanitarian partners;
- ▶ Donors.

Secondary target audiences:

- ▶ General public of Kenya;
- ▶ General public of Somalia;
- ▶ Partners;
- ▶ UNHCR HQ divisions;
- ▶ INGO/NGO staff in Kenya and Somalia;
- ▶ Opinion leaders in Kenya and Somalia;
- ▶ Somali refugees in the region, in the Horn of Africa and Yemen in particular;
- ▶ Global outreach audience.

4.1 Communication activities and action plan

The Secretariat of the Tripartite Commission will issue a communique following each meeting. The communique, agreed by the parties, will be issued in English and will cover the main developments with regard to voluntary return from Kenya, and reintegration in Somalia.

The main messages from the communique will then be extracted by the Secretariat and shared with the media and the general public by UNHCR spokespersons for Kenya and Somalia, and by the communication officers of the Governments of Kenya and Somalia. The messages may be translated in Swahili or Somali languages.

In Dadaab, Kakuma and in Nairobi, UNHCR and partners will hold regular Focus Group Discussions and meetings with refugees and refugee leaders to inform them and create a constructive dialogue on developments in the return and reintegration process. This will be done in an inclusive and participatory manner adhering to gender, age and diversity imperatives. During these meetings, new decisions and deliberations of the Tripartite

Commission will be shared and discussed. Feedback from these discussions will be recorded and presented during cross-border and the Technical Committee meetings for further deliberation.

The Tripartite Technical Committee will regularly hold its meetings in Dadaab, largest complex accommodating Somali refugees, to have the opportunity to meet and discuss with refugees directly before and after its deliberations.

Refugees will participate in all key initiatives. Refugees and their leaders will also participate in Go and See visits to Somalia.

Verbal and visual communication through group and individual discussion and counselling, radio and video will be given priority over written forms of information.

At Way Stations (Border Way Stations and Home Way Stations) in Somalia, UNHCR and partners will provide returnees with verbal, visual and written information (in the form of user-friendly district profiles) related to their return journey, and conditions on access to essential services, livelihoods, housing, land and property and its restitution, return and reintegration assistance, programmes and opportunities in their places of return. This will include a summary of the relevant points from protection monitoring reports and deliberations from the Tripartite Commission. New initiatives to make information more user-friendly will be pursued.

Regular visits will be organized to selected areas of return to strengthen exchange of testimonials from Somalis to Somalis. Interviews with people returning from “go and see visits” will be used for articles and media activities as well as to update information being shared at the Return Help Desks in Kenya.

Outreach campaigns will be developed to maintain links and dialogue with returnees in all the main areas of return.

4.2 Means of communication to be used for joint outreach

Radio: In Kenya (Dadaab, Kakuma and Nairobi), as radio is the most effective way to keep refugees informed of developments in Somalia, UNHCR will issue public service announcements (PSAs) to refugees in order to deliver important messages on the return process. In Somalia, PSAs will be developed for radio broadcast by local and public service media outlets identified and selected in collaboration with the relevant Somali authorities.

FM radio channels broadcasting in Dadaab, Kakuma and Nairobi will be used by UNHCR and partners to organize regular talk shows to discuss and answer questions on the voluntary repatriation operation and conditions in areas of return in Somalia. These talk shows will include a section dedicated to phone in question and answer sessions. In addition, radio channels will be encouraged to conduct and broadcast interviews with returning refugees and report on the return movements from Kenya. A similar process will be pursued in Somalia with a focus on interviewing returnees at the Airport, Border and Home Way Stations as well as follow up interviews with the same persons three months following their arrival in areas of return.¹⁴

TV and print media: TV and print media will be utilized to disseminate messaging on the voluntary repatriation and reintegration operation where it is possible and effective. These communication mediums can be especially effective in addressing urban refugees and local audiences in cities.

¹⁴ BBC Somali (radio) is one of the preferred and trusted news providers in Somalia while Radio Ergo is strong on humanitarian news and features.

4.3 Public Information / Content generation

In order to keep the media updated on the progress and developments on the ground, periodic press briefings on the operation will be organized in Dadaab, Kakuma, Nairobi, Kismayo, Baidoa, and Mogadishu to begin. Other locations will be added as necessary.

Facilitating media visits

When there is need to give extra coverage to the voluntary repatriation and reintegration process, media trips will be organized to visit Dadaab or Kakuma and possibly areas of return to prepare reports. Such visits will be organized in close coordination with the Kenyan and the Somali governments.

Question and answer/ Public information lines

In order to harmonize and coordinate the messaging between Somalia and Kenya, a set of answers will be prepared for the most frequently asked questions from the media. The answers will be in line with the key messages agreed upon by the Tripartite Commission and the Secretariat. These will be updated regularly and circulated to the communication focal points.

Social media and internet

The UNHCR social media platforms will play an effective role in disseminating messages, information and other contents. UNHCR official websites will also publish human interest stories and other contents for online audience. The following social media platforms are available to the two Governments, UNHCR and partners involved in implementing this Communications Plan:

[facebook.com/unhcrkenya](https://www.facebook.com/unhcrkenya)

<https://www.facebook.com/unhcr.somalia>

<https://twitter.com/UNHCRSom>

www.twitter.com/UNHCR_Kenya

<http://unhcr-regional.or.ke>

www.unhcr.org

Information sharing and coordination

All parties and partners will coordinate closely on communication activities and share data and information on the return and reintegration process. Harmonizing data and information is critical to avoid disseminating contradictory messages.

While the situation in Kenya remains more conducive to media visits, they should also be explored in Somalia. Timely coordination and facilitation of media visits aimed at gaining insight into the return and reintegration process will be effective if media report accurately on the realities on the ground. Both the Somali and Kenyan Governments should aim to coordinate media visits in advance for proper facilitation and ease of organization.

4.4 Key messages

- ▶ International protection and humanitarian assistance in Kenya will continue for those who have as yet not decided to return to their places of origin;
- ▶ The Tripartite Agreement reiterates that return to Somalia is voluntary;
- ▶ The expansion of the return areas is decided by the Tripartite Commission;
- ▶ Refugees are to be continually informed about the current return approach (9 areas + all Somalia);
- ▶ The return support package will be announced and communicated to refugees at regular intervals;
- ▶ The reintegration programmes/opportunities in the return areas will be announced;
- ▶ Somali refugees are free to return to any part of Somalia;
- ▶ Resettlement in third country and integration in Kenya are viable and equally important durable solutions but can only be available for very limited cases.

Adopted by the Tripartite Commission, 29 July 2015

RETURN & REINTEGRATION

KENYA



HELP DESK

Return Help Desks provide information and guidance, and facilitate the registration of Somali refugees who wish to return to Somalia and receive the return and reintegration support offered.



Information



Voluntary Return Form



Biometric-based Verification



Confirmation Check List



Health Screening



Immunization



Mine Risk Education



Road Conditions



DEPARTURE

There is a seven day thinking period from the time of registering for return. Before departure, following needs to be surrendered:

- Food Ration Card
- Alien Identity Card
- Plot



Unconditional Cash Grant



Travel Kit



Blanket



Sleeping Mat



Hygiene & Dignity Kit



Jerry Can



Mosquito Net



Cutlery & Crockery



Solar Lantern



Energy Biscuits



Note Eligibility Criteria



BORDER WAY STATION

Located at entry point in Somalia, the Border Way Station offers information related to the journey, the situation in the area of return, access to emergency medical services, and shelter for one night before departure.



Capacity
250 / day



Biometric Verification



Return Registration



Hot Meal



Water & Sanitation



Information & Awareness



Lodging
1 Night

OF SOMALI REFUGEES FROM KENYA

SOMALIA





HOME WAY STATION

Located centrally in selected areas of return, the Home Way Station handles final verification, offers information about the area of return, access to emergency medical services, shelter for one night, and distribution of the Reintegration Support Package.



Capacity
100/day

-  **Biometric Verification**
-  **Hot Meal**
-  **Water & Sanitation**
-  **Information & Awareness**
-  **Lodging 1 Night**

Distribution Site







ARRIVAL HOME

Early support to kick-start the reintegration process will address immediate returnee and community needs. Activities will transition to medium and longer-term development projects to ensure sustainable reintegration.

-  **Community-based Projects**
-  **Post Return Assessment**
-  **Feedback System**
-  **Referral Mechanisms**
-  **Reintegration Support Package**

-  **Plastic Sheets**
-  **Plastic Rope**
-  **Nails**
-  **Blankets**
-  **Sleeping Mats**
-  **Kitchen Set**
-  **Jerry Cans**
-  **Soap**
-  **3 Months Food Rations**
-  **Livelihood Start Up Grant**

Livelihood Start Up Grant ONLY



ASSISTANCE TO VOLUNTARY REFUGEE RETURNS FROM KENYA TO SOMALIA



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