

INSIDE THIS UPDATE:

- WFP introduces Bamba Chakula in Dadaab
- An in-depth look at the results of our gender and protection assessment in Kakuma
- WFP increases the transfer values in Kakuma and Dadaab
- How are the markets responding to Bamba Chakula?



Delivering digital cash in Kenya's refugee camps



© WFP Kenya

Quickfacts about Bamba Chakula:

WFP dubbed the new programme BAMBA CHAKULA, literally translating from Swahili-based Sheng to "Get your food".

The programme delivers cash electronically through mobile phones, so that refugees can buy food in the local markets.

WFP started Bamba Chakula in August 2015 and since then the programme has injected a total of 106 million Kenyan Shillings into local markets in Dadaab and 183 million Kenyan Shillings into local markets in Kakuma.

Bamba Chakula went live in Kakuma in August 2015 and in Dadaab in January 2016.

Bamba Chakula reaches 73,000 Dadaab households

WFP transferred more than 100 million Kenyan Shillings in cash to refugees in Dadaab in January and February 2016. Bamba Chakula's launch in Dadaab had been delayed from October to January – to allow for system glitches and errors to be adequately resolved (see lessons learned from Kakuma).

Bamba Chakula allows refugees to buy food that is not given at distribution centres such as meat, milk, fruits and vegetables. With Bamba Chakula, refugees have more choice and control over what they eat and can diversify their diets. This is critical for nutrition and health, especially for young children.

In January, WFP chose to initiate Bamba Chakula with a small start-up transfer value of 100 Kenyan Shillings per person. This smaller amount allowed WFP to test the markets, gave beneficiaries time

to adjust to using the new modality, and helped to ensure the system was stable before transacting larger amounts.

More than 750 traders have been contracted in Dadaab so far; 70 percent drawn from the refugee population, and 30 percent being Kenyan citizens living in Dadaab. This larger pool of Bamba Chakula traders, combined with the existing robust and well-structured market in Dadaab, meant that prices remained stable throughout the rollout.

Bamba Chakula has been very well received among traders and beneficiaries alike. WFP staff reported that markets in Dadaab were "positively buzzing with a hub of trading activity." We caught up with a few beneficiaries and traders to hear their initial reactions to the programme (see overleaf).

Our beneficiaries say...



The voucher has enabled me to buy whatever I want from the market at any time, especially vegetables, which “we” as the women within the communities love cooking for our families so much. I used to sell some of my ration so that I could buy a variety of food stuff to feed my family. I want my children to grow up eating a lot of vegetables because I was told that they are very good. When I sold some of my ration, I would not get much money for it. Now I don't have to sell my ration and I have more money.

Mayan Abdisalah Ali is a refugee from Somalia living in Dagahaley camp, Dadaab. She comes from a family of 12.



“Bamba Chakula gives me a choice to have the diet I want. It's less time consuming and I can do my shopping at my own convenience. The technology used to transfer the voucher value is safe and efficient; you get an SMS informing you that you have received the value and no one except you can use the money. One other thing I like is the traders' signage; it's easy to identify the shops to buy from and most of them are conversant with the system.”

Moses Oplot, aged 25 years is from a family of seven, living in Dagahaley camp.



Our traders say...



“There has been an increase in demand for food items like sugar, which was 70 Kenyan Shillings per kg before Bamba Chakula and is now 80. Rice, pasta and vegetables like onions, tomatoes and potatoes have been very popular with customers, and there's a better flow in the movement of stock now.”

Mohamed Aden Nunow is a Bamba Chakula trader in Ifo



“I appreciate the benefits of this programme not only as traders but also as refugees. In the past, only those working and those who had shops had money, but with the new programme, every beneficiary is able to purchase any food item they wish to purchase and therefore they don't have to exchange their food rations for money or other goods. The refugees don't even have to sell their food rations anymore because they have the cash to make purchases.

More customers have come to my shop and I have to restock more often so that I meet the demand of the beneficiaries.”

Hassan Mohamed Hussein is a Bamba Chakula Trader in Dagahaley Market and he is also the Market Committee Chairman.



Daadab In Numbers

106 million KES were transferred to **73,000** households.

695 traders out of the contracted **766** have transacted.

The average amount transacted by each trader so far stands at **143,000 KES**. The highest amount transacted by a single trader is: **897,000 KES**.

92% of registered beneficiaries have redeemed their cash.

So far **6,000** households have not transacted.

Lessons learned from Kakuma



To ensure learning from the new programme was transferred from Kakuma to Dadaab, a team of programme and logistics staff from WFP's Dadaab sub office went to shadow their Kakuma colleagues during rollout between August and December 2015. Dadaab learned a range of vital lessons which allowed them to plan for a smooth set up of Bamba Chakula in January 2016.

1. Technical lessons

The system glitches and technical problems worked through during the initial stages of rollout in Kakuma, meant that WFP and Safaricom were able to tweak the start-up plans to avoid a repeat in Dadaab. (See the Sept/Oct 2015 issue of this update for details of the system glitches faced in Kakuma). For example, Safaricom allocated new (as opposed to recycled) numbers for Dadaab, which prevented the problem experienced in Kakuma of households receiving the wrong transfer value. Another example, in Kakuma, the PIN message was only sent once prior to the transfers starting, and the message expired within 24 hours. Because of this, many people didn't receive their PIN message, so weren't able to access their cash. In Dadaab, in what we have dubbed the "PIN blitz", PIN numbers were resent to households every day for three consecutive days. As a result, very few people missed their PIN message.

2. Communication

The longer lead up time to the initial disbursement allowed extra time for

sensitising and preparing refugees for Bamba Chakula in Dadaab. For example, WFP and FilmAid announced the PIN blitz through radio spots, public announcements at the food distribution centres, and during meetings with community leaders.

WFP also let refugees know that the start-up in Kakuma had not been a smooth one, and that WFP was counting on them to help us work through any problems that may crop up in Dadaab.

3. Helpdesks

During the Kakuma rollout, Bamba Chakula helpdesks were not yet in place – which meant that most of the technical issues had to be resolved from Nairobi. Benefitting from this learning, the helpdesks in Dadaab were set up a month in advance of rolling out Bamba Chakula, to allow refugees enough time to familiarise themselves with where to go for help and support.

4. Trader selection

The initial targets were a minimum of 150 traders in Kakuma and 250 in Dadaab, but WFP soon exceeded

these numbers. By the end of February, 246 traders had been contracted in Kakuma, and a second round of trader recruitment is underway. The team in Dadaab tripled their target, bringing 766 traders on board in the first round.

5. Trader training

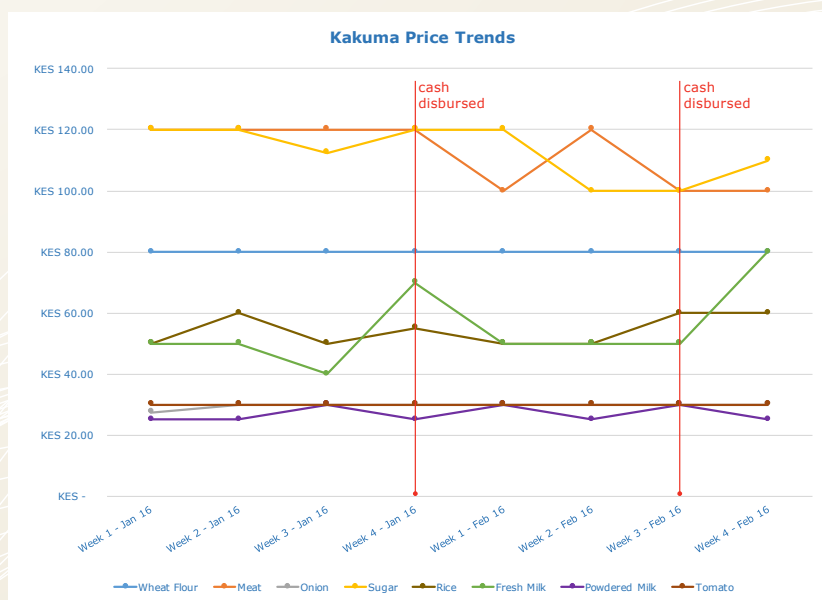
WFP staff with experience from the Kakuma roll-out supported the trader training in Dadaab, to go into much more detail about the technical side of transacting, building on specific user problems experienced in Kakuma.

6. Market monitoring

WFP monitors the market prices by calling a random sample of beneficiaries each week to find out what they are buying, and what they are paying. These prices need to be validated by on-site spot checks in the markets. In Kakuma, WFP staff do this, but given the insecurity in Dadaab, WFP's cooperating partners CARE and World Vision – which have better access within the camps - check the prices, and that traders are respecting the terms of their contracts, for example, by posting prices and following up on complaints received through WFP's Helpline.

Jan/Feb market matters

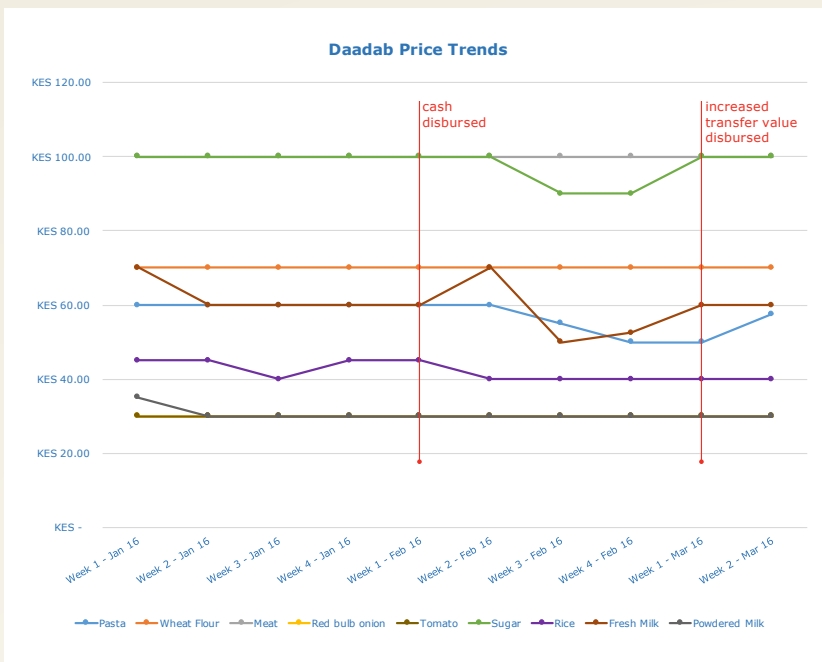
In Kakuma, the price trends of some key commodities such as wheat flour and powdered milk remained stable throughout the period. Meat and sugar prices decreased slightly over the period, while fresh milk increased sub-



Jan-Feb In Numbers

181 million KES was transferred to **107,000** households in Kakuma and Daadab.

1,012 traders have now been contracted and **896** of them have transacted.



stantially and was quite unstable. In Dadaab, the markets remained stable and responded well to the new level of business. Fresh milk and sugar peaked and troughed following

Bamba Chakula disbursements, but returned to their usual level a week or so after disbursement. Other commodities remained stable. WFP is working to ensure that the disburse-

ment dates are regular and well-communicated to traders in advance, allowing them enough time to stock and plan for perishable goods.



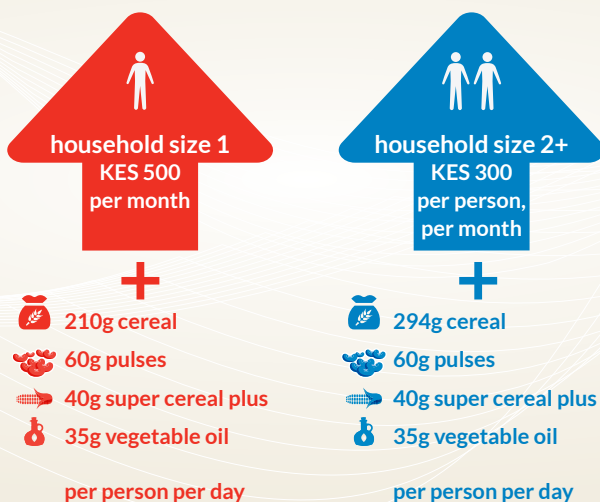
Cash transfer values go up again!

What households are receiving in Kakuma

In February, WFP again increased the amount of cash transferred to households in Kakuma camps, and decided to bring the overall ration to 100% from March. In Kakuma, households are now receiving the following ration:

Kakuma

Transfer value and ration by household size



March 2016

In response to refugees' feedback on the cash transfer value, WFP had been gradually increasing it since the start of the cash-based transfers in August 2015. The initial transfer value was 100 Kenyan Shillings per person per month (totalling 13.5 million Kenyan Shillings per month). Then in November, WFP increased the transfer to 500 Kenyan Shillings for household size one, 300 Kenyan Shillings per person for household size two, and 200 Kenyan Shillings per person for households size three and above (totalling 31.5 million Kenyan Shillings per month). This gradual approach allowed time to address technical glitches during the start-up phase, and ensure that the markets in Kakuma were stable enough to meet the new demand. In November, WFP also increased the in-kind food ration for small households in Kakuma. Because the markets have continued to respond well, and the system remains stable, WFP increased the transfer value further in February.

What households are receiving in Dadaab

In February, WFP also increased the transfer value in Dadaab. The initial 'test mode' transfer value in January in Dadaab was 100 Kenyan

Shillings per person per month. The system performed well, as did the markets, so WFP increased the transfer value to 500 Kenyan Shillings for household size one, 300 Kenyan Shillings per person for household size two, and 200 Kenyan Shillings per person for households size three and above.

WFP is facing a substantial shortfall of funding for the refugee operation in 2016. WFP is using the limited resources available to increase rations in Kakuma first, taking into account the following:

- Food prices are higher in Kakuma than in Dadaab. The average cost of the minimum healthy food basket has been 25% higher in Kakuma compared to Dadaab, so when WFP increases the cash transfer value, in effect, the overall ration in Dadaab increases.
- On average, households in Dadaab have more purchasing power of households in Kakuma (KES 10,482 per household in Dadaab compared to KES 4,135 per

household in Kakuma in September 2015).

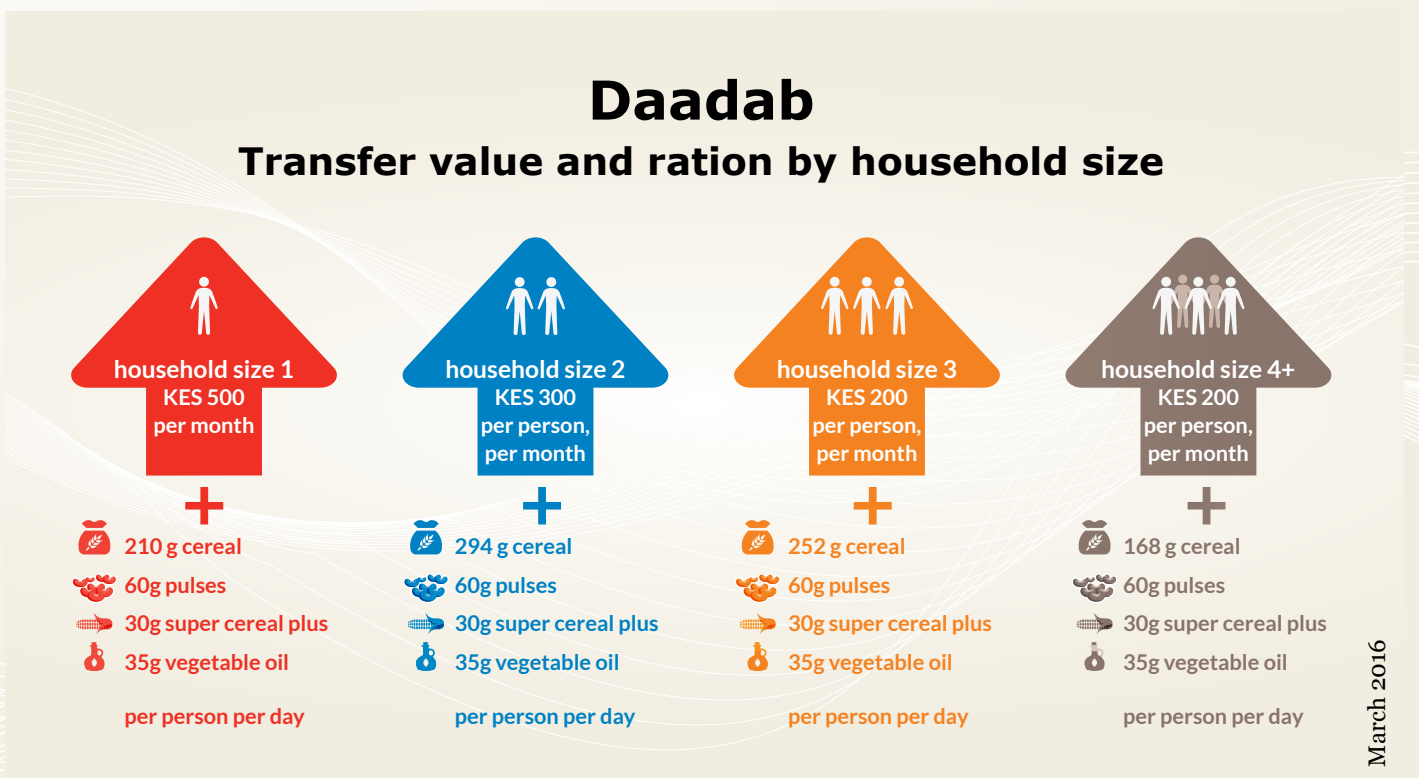
- In Kakuma, 92% of households are unable to afford the minimum healthy food basket, compared to 39% in Dadaab.¹

These differences in food prices and purchasing power are reflected in the daily average dietary diversity indicator, which shows a significant difference between Dadaab and Kakuma.

Dadaab consistently has a higher score, currently 4.9 (IFPRI threshold for good dietary diversity is 6) while Kakuma is currently at 3.5, which is the threshold for poor dietary diversity.

WFP will continue to take into account differences and adjust the transfer value and overall food basket in the two locations.

¹ WFP Food Security Outcome Monitoring report, September 2015



Spotlight on...Protection and Gender in Kakuma

In December, WFP conducted a protection and gender assessment of the mixed in-kind and cash based assistance. The mission looked at: the effects of Bamba Chakula's introduction on gender, protection and accountability in Kakuma and provided recommendations to maximise protection and gender outcomes and mitigate risks.

How we did it

Together with partners—UNHCR, World Vision, FilmAid and the Norwegian Refugee Council—WFP conducted the assessment in two of the four camps in Kakuma, namely Kakuma 1 and 4. The team collected a range of quantitative and qualitative information through:

- Focus group discussions with refugees, members of the host community and traders
- Interviews with key informants such as local authorities, protection actors and cooperating partners
- Data collected in the markets, a health centre, two food distribution points and a helpdesk
- A literature review of existing food security studies and assessments

In brief...what we found

Dignity / empowerment

The mixed modality (cash and in-kind) was largely popular with reports that the cash component brought more choice and increased dignity, purchasing power and livelihood opportunities. However, the technical glitches which occurred during the initial rollout meant those who were unable to receive the cash transfer on time, experienced decreased food security and some reported having resorted to negative coping strategies.

Safety

Refugees reported a high level of security in the camp, to, from and at the food distribution centres and markets. The introduction of Bamba



Chakula hasn't had any significant impact on beneficiaries' safety. Incidents of theft at the refugees' homes had been reported, but these cases decreased once people discovered that they couldn't use the stolen SIM card without also knowing the PIN.

Access

Using Bamba Chakula posed several problems for vulnerable groups including: the illiterate, elderly and visually impaired refugees. Relying on traders and other people left some open to exploitation. Some vulnerable people felt Bamba Chakula was an advantage for them, as they could easily send a friend or relative to buy food on their behalf. Several cases of traders cheating beneficiaries were reported during the assessment – including hiked prices, charging extra fees, and insisting that refugees redeem the total amount of their transfer at once. WFP followed up

on this by carrying out a “mystery shopping” exercise, and caught some traders in the act. These traders have been expelled from participating in Bamba Chakula.

Gender

Some households reported an increase in joint decision-making on what to buy with the cash received via Bamba Chakula, and others reported that intra-household dynamics had improved with the new modality due to increased choice of food.

Social cohesion

Both refugees and the local host community reported that Bamba Chakula has brought increased interaction between the two populations and that it has stimulated local markets. However, some of the initial technical problems did lead to a few incidences of tension and conflict.

Accountability

The multi-layered communications campaign led by WFP and FilmAid successfully sensitized beneficiaries in a range of languages. But many refugees were confused because the cash component was introduced around the same time as the ration cuts. Beneficiaries saw the two as linked, and blamed Bamba Chakula for the ration cuts.

Recommendations

Overall the assessment revealed that once the technical problems are resolved, the new mixed modality is expected to positively contribute to



the protection outcomes related to the dignity of refugees. The assessment made a range of recommendations, which WFP is already acting upon and exploring, including:

1. Track cases with prolonged technical problems, find out reasons and explore possibilities for immediate assistance.
2. Further sensitize refugees on:
 - Entitlements, ration cuts and reasons for differentiated rations
 - Use of phones (e.g. to check balance, to redeem cash)
 - Rights when using Bamba Chakula cash at the shops
 - Management of food and cash (to last entire month)
 - Complaints and feedback mechanisms (helpline and helpdesks).
3. Continue to increase number of traders in all blocks to prevent queuing.
4. Closely monitor traders to prevent misconduct.
5. Explore possibility to provide fully functional SIM cards (i.e. SIM cards that people can use also for voice calls and regular money transfers).

A similar protection and gender assessment is planned to take place in Dadaab later this year.

Kakuma In Numbers

75 million KES

were transferred to
34,000 households.

201 traders transacted an

average of **398,000 KES**.

A further **232** traders (210 refugee and 25 locals) have been selected and are currently being vetted by the Government.

91%

of registered households have redeemed their cash.

Since December, the number of households that have not transacted at all has reduced

from **4,600** to **3,390**.

January/February 2016 Update

Milestones:

WHAT WE'VE DONE SO FAR...

FEBRUARY 2015

- WFP selected the voucher delivery mechanism.
- WFP established a technical working group for the new programme.

MARCH 2015

- WFP held operational planning meetings with all stakeholders.
- FilmAid carried out communications research in Kakuma and Dadaab.

APRIL 2015

- WFP finalized the Operational and M&E plans.
- FilmAid finalized the communication strategy.
- WFP launched the trader selection process in Kakuma, and received 660 applications.

MAY 2015

- Trader selection in Kakuma continued, with shortlisting and verification visits to the shops.
- WFP held M&E training to prepare for the baseline in Kakuma.

JUNE 2015

- WFP, UNHCR, and Safaricom integrated their systems, and linked the transfers to biometrics.
- WFP and UNHCR developed an application to track the SIM cards, and capture the phone numbers for each household in ProGres.
- WFP and FilmAid launched the communication campaign in Kakuma.

JULY / AUGUST 2015

July and August were 'all hands on deck' in Kakuma where:

- WFP, the County Government, and Safaricom trained 253 traders.
- WFP issued contracts to 177 traders.
- WFP and UNHCR issued 35,000 SIM cards to households.
- WFP collected baseline data and launched the SMS market monitoring system.

- Kimetrica completed the design of a study for measuring the impact of the programme.
- WFP trained 36 community helpers, and launched its Helpline in Kakuma. And...
- The first cycle of transfers were made!

SEPTEMBER 2015

- WFP and Safaricom cleaned up the system glitches experienced during the first round of transfers in Kakuma.

OCTOBER 2015

- WFP distributed 77,000 SIM cards in Dadaab.
- FilmAid raised awareness about Bamba Chakula through an event in Kakuma.
- Second round of transfers made in Kakuma.

NOVEMBER 2015

- WFP increased transfer values in Kakuma.

DECEMBER 2015

- WFP contracted 766 traders in Dadaab.
- WFP carried out a protection and gender assessment in Kakuma.

JANUARY 2016

- WFP carried out a retail supply chain assessment in Kakuma.
- First transfers in Dadaab.
- Launch a tender for data collection and analysis for the impact study.

FEBRUARY 2016

- WFP increased transfer values in Dadaab and Kakuma.

WHAT WE HAVE AHEAD OF US

MARCH 2016

- Contract more traders in Kakuma
- Find out why some households have not transacted.

APRIL 2016

- Review and develop a plan for 2016/17 communications strategy.
- Carry out Mystery Shopping exercises.



Interview with Jean-Marc Jouineau

Technical Assistant for Kenya, Somalia and Djibouti at the European Commission's Humanitarian Aid and Civil Protection department (ECHO)

Bamba Chakula is reaching over 100,000 refugee households in Kenya, thanks to vital support from ECHO and other donors. Fresh from a trip to Kakuma to witness gender and protection measures in the camps, Jean-Marc gave us his take on cash-based transfers so far.

What's your reaction to Bamba Chakula so far?

We are very satisfied. It is something ECHO has been pushing for many years. Having people receive the same food over and over again with no choice is far from satisfactory. We're very happy to have launched Bamba Chakula, and we've been following its evolution very closely, especially in Kakuma where it has been in operation for several months so we can now see exactly how it is working and we look forward to seeing similar progress in Dadaab. As a donor we're involved and committed to support Bamba Chakula right now and in the future.

How exactly has ECHO been supporting the programme?

Firstly, financially, we've been providing money for the cash transfers but also we were there right from the beginning, working alongside WFP

and other partners to develop how the programme could be implemented. It's important for ECHO to support cost-efficient programmes and value for money is key for us. We know that with Bamba Chakula it goes straight to the beneficiaries and those in need in the best way possible.

Why does ECHO believe digital cash transfers are the way to go?

It is internal policy at ECHO to move towards innovative thinking in humanitarian support. Bamba Chakula is part of our innovative approach, to do the best possible with the money we have and to provide the best type of support for people. In many places across the world things have been done in the same way for some time - we all know this isn't satisfactory so we need to look at other ways to better deliver food assistance. We believe a programme like Bamba Chakula is the way forward not only for the beneficiaries but for WFP as our partner. By focusing our support on digital cash and minimising GFD, it is more cost and time efficient for WFP - allowing you to focus your energy on other areas.

As you know, with ECHO's valuable support, WFP has recently launched Bamba Chakula in Dadaab's Refugee Camps. Why do you think a programme like Bamba Chakula is so important to the Dadaab refugees?

Well, I think it has many advantages – it gives choice to people, so they can get what they need for their families. It allows more interaction within the

local community, it provides a positive dynamic for the markets around and it's also very good for the dignity of people – to be normal customers and consumers. Ongoing, there could be issues for the markets, so we must remain flexible and it's an important role for WFP to continue monitoring this.

What would you like to see WFP and ECHO work on together to develop and heighten the impact of Bamba Chakula in Kakuma and Dadaab?

We would like to have this innovative approach taken a step further, right now we're in the mid-phase – testing the markets and rolling out in Dadaab. Next, we'd like to move to a higher level of cash support.

We would also like to work with WFP and indeed other partners to explore how other types of support like WASH maybe, can be delivered using the same system. I believe Bamba Chakula can provide expertise to other sectors to trigger evolution.

What is your message to the refugees receiving support through Bamba Chakula?

At this stage of the project it needs to be the other way round. I would want to hear what they have to say. It is new, so we need to listen and hear what they think can be done differently, so as donors and partners with WFP, we want to say "please tell us what we can do better." WFP needs to be at the forefront of collecting that feedback.

To request documents and previous editions of this update contact:
Kenya.Feedback@wfp.org

A big thank you goes to our donors who make this work possible:



This publication is produced by WFP Kenya Innovations
Written by Cheryl Harrison and Claire Nevill
Designed by Amina Darani

All images © WFP Kenya