

TWUNGANIRE ABAHUNGUTSE PROJECT (TA) BURUNDI

JANUARY 2014 TO DECEMBER 2016

A PROJECT PARTNERSHIP BETWEEN DDP AND ACPDH

WITH SUPPORT FROM THE BARING FOUNDATION

END OF PROJECT EVALUATION

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1. EXECUTIVE SUMMARY

The Twunganire Abahungutse (TA) project is a three-year project that was based in Mutimbuzi Commune, near Bujumbura funded by the Baring Foundation. TA aimed to support and empower returnees and displaced people through livelihood projects, facilitating children's birth registration for access to health and education, championing human rights, and advocating to the government for inclusive and effective policies for returnees, former refugees and displaced people.

TA project partners

Association Communautaire pour la Promotion et Protection des Droits de l'homme (ACPDH) – Association for the Promotion and Protection of Human Rights was formed in 2003 to defend human rights in Burundi. ACPDH build awareness, disseminate information and lobby civil and political institutions in order to defend human rights specifically for vulnerable groups including refugees/ returnees, IDPs and people with disabilities. The TA project operates from their offices in Gatumba where they undertake much of their human rights work.

Disability and Development Partners (DDP) have worked for the past 20 years with 17 local organisations in 8 countries in Africa and South Asia on programmes which have included disabled and vulnerable people in health and rehabilitation, education and poverty reduction. DDP work collaboratively to build their partner organisations capacity and sustainability.

The end project evaluation adopted a strong participatory approach involving a wide range of stakeholders. To encourage ACPDH's ownership of the process and outcomes of the evaluation, the consultant worked closely with key project staff at different stages of the process. However, to retain objectivity and rigour staff were not involved in the data analysis or the production of the final report. Staff members were fully engaged in the process throughout.

Findings

ACPDH has met or and/or exceeded in the delivery of agreed planned outputs in the majority of areas. The TA programme has been an ambitious and innovative programme providing critical support to returnees/ IDPs. It has ensured activities are both accessible and responsive to the multiple, complex challenges that returnees/ IDPs continue to face. This is especially important given that the organisation is supporting a growing number of cases of gender based violence, political torture as well as land disputes through direct advice, advocacy, ongoing support and collaboration with specialist agencies.

In the area of returnee/ IDP rights ACPDH has taken a multi-pronged approach. Direct beneficiaries reported that they felt supported and had a greater awareness of their rights. ACPDH's strategic advocacy and collaboration with CNTB/ local administrations and other duty bearers has helped to mobilise and influence dialogue with Government on key issues regarding returnee rights and their re-integration into Burundian society, including education, access to health and housing.

The area of greatest impact and a key strength of the organisation is the area of livelihood support. Beneficiaries felt more able to negotiate and manage their lives with this support, therefore better able to re-integrate into their local communities.

The partnership and ongoing consultation with DDP continues to be a major strength of the TA programme. DDPs experience of fundraising, programme implementation including financial systems development, monitoring and evaluation has enabled ACPDH to build robust and accessible projects. DDP have also supported and strengthened ACPDH's work with marginalised disabled people and disabled peoples' organisations in Burundi. This ongoing training and support has enabled ACPDH to advocate for disabled peoples' inclusion in all aspects of life.

Relationships have been nurtured with key organisations in Burundi, which have helped to foster collective responsibility and commitment to addressing returnee/IDP needs. ACPDH is considered a collaborative and professional organisation with the requisite expertise on areas affecting returnees/ IDPs. This success was rewarded in 2015 with ACPDH and DDP winning the Ockenden International Prize. The prize promotes innovative

grassroot projects for refugees and displaced people around the world. The prize has enabled the work to expand to Rumonge province assisting more returnees and IDPs.

The evaluation has also identified areas where ACPDH needs to consider in going forward during its next phase of development.

2. PURPOSE OF REVIEW

DPP has requested an external evaluation to validate results and the impact on beneficiaries of the Twunganire Abahungutse (TA) project (Jan 2014 – Dec 2016), which is being implemented by the Association Communautaire pour la Promotion et protection des Droits de l'homme (ACPDH) in Burundi and partners DPP (UK).

The external evaluation will:

- Review the progress of the project in fulfilling agreed outcomes through the planned activities.
- Evaluate the process of project preparation and design and to assess the efficiency and effectiveness with which resources have been used to generate results with special emphasis on the impact and sustainability of the project.
- Measure the impact of the project on the lives of beneficiaries through interviews, focus group discussions and case studies.
- Measure the impact of the project's and ACPDH's institutional capacity building
- Help ACPDH, DPP and other stakeholders to draw lessons for future planning and programming.

3. EVALUATION OBJECTIVES AND SCOPE

3.1 Objectives/ purpose

The purpose of the evaluation is to assess the progress that has been made towards achieving project goals and outcomes. Specifically, whether ACPDH has delivered differences in the lives of returnees and displaced people in line with the following outcomes:

- Improved reintegration into Burundian society of returnees and their families
- The rights of IDPs/ returnees will be recognised and realised
- Increase capacity of ACPDH

The evaluation will also examine whether there were any internal/ external (including organisational) factors that may have influenced the efficiency, effectiveness and relevance of the project, documenting lessons learnt and provide recommendations which should guide future decisions related to project development and sustainability.

3.2 Key evaluation questions

Overall

1. Has the project delivered on key outputs/ indicators throughout the duration of the grant period? What evidence is there that the project outcomes are being met for the beneficiaries? For whom, in what ways and in what circumstances?
2. Did the impacts reach all intended beneficiaries? Are there differences in outcomes across different demographic groups? (Gender, age, disability)
3. Were there any unintended outcomes/ outputs

Influence of other factors:

4. How is the project involving other partners (CNTB)? What is working well and what could be improved?
5. What is helping or hindering the project to achieve intended outcomes (and unintended)?
6. Were there organisational factors related to the project design or overall project management that impacted on the intended outcomes? (Was there full beneficiary participation/ involvement in decision making with ACPDH, role of DPP as partners)

7. What M & E systems are in place and did they adequately measure outcomes?

Suggestions/ considerations going forward:

8. What suggestions do beneficiaries external stakeholders and staff/ board make for the improvements and future direction of travel?

4. EVALUATION METHODOLOGY

4.1 Approach

The project evaluation will adopt a strong participatory approach involving a range of stakeholders. To encourage ACPDH/DPP ownership of the process, the consultant will work closely with key project staff at different stages of the process. However to obtain objectivity and rigour staff will not be involved in the data analysis of the production of the final report. Staff members will be fully engaged in the process throughout:

- A series of meetings with DPP Director & ACPDH Director prior to the fieldwork to familiarise the consultant with the scope and nature of the organisation's work.
- A preliminary planning/ workshop session with all ACPDH staff to discuss the purpose and aims of the evaluation and identify potential respondents.
- Staff will assist to promote the evaluation to key stakeholders and arrange interviews/ focus group sessions.
- A meeting with ACPDH staff and board members at the end of the data collection to share key issues emerging from the evaluation and to provide a space for reflection.
- ACPDH should plan to hold another session with all staff once the report is published to consider the findings and consider a strategy for communicating the findings to returnees/ IDPs and other key stakeholders.

Given the context of ACPDH's work with returnees/ IDPs the process will be designed and analysis conducted to reflect and foster core principles of gender equality, human rights and inclusion. Separate sessions will be held with women, young people and disabled people to ensure their views and voices are heard. Interpreters will be used when required, and a range of visual participatory exercises will also be used to take account of different levels of proficiency in various languages (Kirundi, French and English) and literacy rates to provide beneficiaries with accessible options for feeding into the process. The findings should reflect current experiences and the histories of conflict/ oppression whilst also identifying returnee/ IDP led strategies of strength and political resistance.

4.2 Data collection

Recruitment and sampling:

A purposeful sampling method will be adopted, with the individuals contacted including external partners having experience and knowledge of ACPDH's work. Beneficiaries will be purposefully selected by ACPDH staff based on their knowledge of returnees/IDPs who are currently or had previously accessed a service or support from ACPDH and the TA project. Data collected from monitoring tools for example log books, questionnaires or surveys will be analysed.

The evaluation will rely mainly on qualitative sources of data collection and existing M&E tools that have been developed by ACPDH since the start of the project. Data collection will take place in November 2016. A mixed methods approach will be adopted including semi structured interviews, focus group and document review. The evaluator will observe scheduled meetings with partners and external stakeholders during the period of the evaluation.

4.3 Ethics

All interviewees will be contacted prior to the interview and receive an information sheet and consent form explaining the purpose of the evaluation and how the information will be used. Each participant should complete the informed consent form during the interview/ focus group sessions, including the option to withdraw at any point if they feel uncomfortable. Written or verbal consent will be received, this could be from an appropriate adult where children are participating. All details identifying interviewees or specific events will be removed with mutual agreement from the participants to maintain safety and confidentiality in line with ACPDH's safeguarding policies. Recordings will be carried out where beneficiaries feel comfortable with the process, if not detailed notes will be taken.

5. STRATEGIC CONTEXT

Burundi is undergoing the long and painful task of reconstruction after decades of violence alongside political and economic turmoil causing displacement and despair for the population. Burundians have and continue to seek refuge in neighbouring countries especially DRC, Tanzania and Uganda. However, more than half a million displaced Burundians have returned over the past few years, some after decades in exile. The closure of refugee camps in Tanzania and ongoing conflict in the DRC forced many to return. Many also felt peace was imminent after the 2005 elections were held.

Ongoing conflict has also caused internal displacement in Burundi, according to IDMC (Internal Displacement Monitoring Group) 77,600 were internally displaced in 2015. At the height of the displacement crisis in 1999, 800,000 were living as IDPs (Internally Displaced People) in Burundi. They were displaced by inter-ethnic and inter-communal violence and subsequent fighting between government forces and armed groups. Natural disasters including flooding have also caused displacement. Burundi remains among the world's poorest countries, currently ranked 180 out of 187 countries on the Human Development Index (UNDP, 2014). The enormous challenges for all Burundians in accessing healthcare, education and livelihoods are even greater for returnees, IDPs and former IDPs. For many returnees and IDPs, concerns about security, access to land services and livelihoods prevent their return to places of origin.

Returnees and IDPs continue to experience violations of their rights in terms of access to their land, healthcare, education and employment. On arriving in Burundi, the latest returnees were taken to reception centres in the south of the country. A number of returnees were given a cash grant of 10,000 Burundian francs at the border, and a further 40,000 once they arrived in their respective villages, as well as one month's supply of food. However the sheer numbers has put a strain on local administrators and many have been left waiting for this support.

A number of issues continue to affect returnees and IDPs. Firstly, access to land continues to be a major problem, land in the country is at a premium and concerns about conflicts over land ownership have been central to discussions on the viability of return. Many refugees born in camps have no way of knowing where their family land is located, especially if parents/ close family members died in the camps. Secondly, lack of documentation especially birth certificates for children has prevented many children enrolling and registering in schools when they return to Burundi.

Returnees/ IDPs are expected to become self-reliant, they must attempt to access overstretched and underfunded services. However, in areas of access to healthcare, education and livelihood support, discrimination exists and returnees/ IDPs are left with few ways to improve their socio-economic situation. Many are reliant on support from churches, family members and civil society groups. Many returnees/ IDPs have talents, skills and abilities, which would enable self-sufficiency if they were supported and the discrimination that exists eradicated. The Government agencies set up to tackle these problems have been unable to cope with the demand due to inadequate funding and political will.

Burundi is once again at a crossroads, the announcement by President Nkurunziza in April 2015 that he was planning to stand for a third term sparked a political crisis in Burundi with a failed coup attempt. Opposition to the government remains strong and there have been numerous protests, arrest, detentions and arbitrary killings with limited freedom of press and association. The current situation is tense, and there is an ongoing fear of more political upheaval.

ACPDH is one of the few civil society organisations in Gatumba (Mutimbuzi commune) 11km from central Bujumbura. Gatumba is where one of the two major camps were set up following the 1993-4 conflict. At the height of the troubles it had to cope with nearly 200,000 people who were fleeing the fighting, many heading to the DRC border, 5kms away. In 2004 the Gatumba camp witnessed a massacre where 156 women and children were killed. The UN Security council adopted two resolutions to extend its mandate in Burundi following the massacres. Gatumba is now a small town with a relatively stable population of mainly returnees and IDPs.

6. FINDINGS

Key questions: Has the project delivered on key outputs throughout the duration of the grant period? What evidence is there that the project outcomes are being met for the beneficiaries? For whom, in what ways and in what circumstances?

6.1 Project description

TA aimed to support and empower returnees and displaced people through livelihood projects, facilitating children's birth registration for access to health and education, championing human rights, and advocating to the government for inclusive and effective policies for returnees, former refugees and displaced people. TA advocates through ongoing campaigns, networking and implementing effective strategic partnerships.

TA works with the Gender Based Violence (GBV) network in Africa to reduce the high incidence of gender based violence within returnee and IDP communities.

TA logic model outlines the unmet need: outlining a tailored provision to empower returnees and displaced people to deal with the negative impacts resulting from experiences of conflict and displacement.

Below is a table outlining the key project outputs ACPDH were expected to deliver throughout the duration of the grant.

6.2 Project Outputs

Outputs (Outcome)	Numbers predicted	Numbers benefited
<p>Returnees and their families will successfully re-integrate into Burundian society (Outcome 1)</p>	<p>150 families will be properly housed</p> <p>150 children will go to school</p> <p>1,500 children will have access to health services</p> <p>200 women will have ante-natal care</p> <p>150 families will have access to safe water, sanitation and hygiene</p> <p>Human rights cases</p> <p>Land conflicts</p> <p>Rape</p> <p>GBV</p> <p>Torture/ domestic slavery</p> <p>Arrests</p> <p>Disappearances & other conflicts</p>	<p>190 families and 1070 family members have been supported and have been properly housed</p> <p>4179 birth registrations completed, allowing children to enrol in school</p> <p>811 children received educational materials enabling them to go to school, including uniforms, pens, copy books, mathematical sets and rulers.</p> <p>Girls – 333</p> <p>Boys –478</p> <p>Including 27 disabled children</p> <p>1850 children accessed health services</p> <p>782 women accessed ante-natal services</p> <p>190 families now have access to safe water</p> <p>64 cases</p> <p>26 cases</p> <p>30 cases</p> <p>12 cases</p> <p>13 cases</p> <p>211 cases</p>

<p>The rights of IDPs/ returnees will be recognised and realised(Outcome 2)</p>	<p>36 meetings on IDP/ returnee rights with CNTB, Ministry of Solidarity, Ministry of public security, Ministries of Health and Education</p> <p>Meetings on IDP/ returnee rights with administrations at province, commune and zone levels</p> <p>150 cases presented to CNTB 1 New plan developed to realise IDP/ returnee rights</p>	<p>12 meetings held in year 1 and year 3 with all major Ministries focusing primarily on Returnee Rights with specific focus on Child Protection, disability rights, including inclusive education, gender based violence, protection of women and girls, security and emergencies especially the consequences of local flooding</p> <p>In year 2 due to political instability in Burundi, many planned meetings were cancelled due to ongoing insecurities. However 9 meetings were held with CNTB to discuss the project and the rights of returnees and IDPs</p> <p>Monthly meetings were held with administrations, focusing on issues of security, rape, GBV, returnee rights, land conflicts, corrupt practices within administrations and emergency assistance especially during the recent floods.</p> <p>21 cases presented to CNTB</p> <p>Plan developed with CNTB, ongoing collaboration on IDP/ returnee rights</p>
<p>ACPDH will have their capacity built which will enable them to work with greater impact for IDPs/ returnees rights and the benefit of the wider communities where they live (Outcome 3)</p>	<p>1 Formal partnership with CNTB signed</p> <p>2 Formal partnership with Ministry of solidarity etc.</p> <p>3. DDP partnership</p>	<p>Formal partnership signed in year 2 with CNTB</p> <p>Ongoing negotiations</p> <p>Capacity building on all aspects of project planning, delivery and implementation</p> <p>Introduction/facilitation with International donors, including Ockenden/ Lush/ Comic Relief</p>

Discussion of outputs

Overall TA has exceeded the targets set in a number of areas compared to what was originally envisaged in the project design. The numbers accessing TA services in Mutimbuzi commune have increased annually. A number of key factors have contributed to this increase:

- TA is working within an environment with a growing influx of returnees/ IDPs from Tanzania and the DRC and therefore the demand for livelihood projects and advocacy for inclusive policies for returnees and IDPs remains high.
- TA signed a formal agreement with CNTB to support the process of reuniting returnees and IDPs with their lost or stolen land and properties.
- Publicity drives and the opening of a new office in Gatumba have also helped to attract more returnees/ IDPs to the services TA provides.

ACPDH has managed to identify the most vulnerable returnee and IDP families including families with disabled members working collaboratively to ensure they reintegrate successfully into the community. By incorporating livelihoods support with legal advice and practical assistance individuals and all their family members are supported.

ACPDH advocates independently and with stakeholders including government duty-bearers, UN agencies, INGOs, civil society including disabled led organisations on a number of overlapping and intersecting issues. In the last few years they have focused on key thematic areas including access to education and healthcare, gender based violence, child protection/children's Rights, human right's protection and peace and security. ACPDH continue to highlight the inequality of access to education amongst returnees and the unacceptable levels of human rights abuses including gender based violence within returnee/IDP communities. The ongoing coordination of human rights focal points in 9 provinces in Burundi enables ACPDH to monitor human rights violations, advocating for those who remain in custody.

In terms of legal support numbers are collated according to specific category, e.g. Rape, land conflict, other conflicts, torture, arrests and disappearances. The client's data is stored on a central database at registration and then cases are monitored by the dedicated staff member, other conflicts, land and legal support continue to record the largest caseload.

An area of under-achievement has been the number of cases presented to CNTB each year. 21 individual cases were referred to CNTB during the project period, this is due to a number of factors. Firstly the land disputes dealt with by ACPDH did not fit into the categories specified by CNTB that could be taken forward by the department. Secondly, CNTB have a large backlog as well as limited capacity and funding allocated to the department. They have limited the cases they have accepted in order to reduce the backlog.

The programme delivered on all other outputs it expected to deliver on. ACPDH also delivered additional work incorporating the human rights monitoring and support to those accessing services. This work has helped to strengthen and enhance the overall aims of the organization.

Overall ACPDH has delivered well on its planned outputs and has been successful in finding different strategies and solutions to respond to increases in demand and changing demographics and the needs of returnees and IDPs in Burundi.

6.3 Project Outcomes

VIEWS OF BENEFICIARIES

Key question: What evidence is there that the project outcomes are being met for the beneficiaries? For whom, in what ways and circumstances?

OUTCOME 1: RE- INTEGRATION FOR RETURNEES/ IDPS AND THEIR FAMILIES

Focus groups/interviews

Feeling safer

When asked about what difference TA made to their lives, a number of different responses were received. A dominant theme across all of the focus groups/interviews was that as a result of accessing the support of TA, beneficiaries overall felt safer and integrated into their new life in Burundi.

The majority expressed feeling reassured and confident having a greater awareness of where to go for help and advice. It was apparent that there are strong feelings of trust and confidence in TA staff, which in turn support returnees/ IDPs to feel less vulnerable. Many referred to the livelihood and rights based support and felt that this was particularly critical for those who are still facing multiple and complex challenges in their daily lives such as poverty, access to education for their children, homelessness, and gender based violence and poor health.

I feel more confident, if anything happens to me now, I know I can come to ACPDH office and ask for help. Now I do not fear as much as before because of the support, and I can talk about the rape of my daughters to ACPDH officer. We have someone to call, we feel safer (Mother of rape survivors, Mutimbuzi).

I came back to Burundi after many years in DRC, a family were living on my land I needed help to get it back. TA helped me to take my case to CNTB, anytime I have a problem I come to ACPDH office and get help. If I have a problem I can call them that makes me happy. (Legal land client, Mutimbuzi).

Having a sense of community and belonging

Focus groups/interviews

Nearly all of the beneficiaries spoke about feeling less isolated and having a sense of belonging and community as a result of accessing TA services. It was evident that the project has had a strong and positive impact in relation to integration. This was often relayed in the context of TA creating/fostering a space where they don't feel judged and feel cared for, welcomed, trusted and respected. Many also stated that coming to TA had made them more 'open' to interacting with other people living in the community.

Being with other returnees helps there is trust here. (Livelihood beneficiary)

The sense of belonging and feeling more useful and socially integrated as a consequence of accessing the livelihood support through TA was raised by nearly all of the interviewees.

Livelihood training and support

190 returnee/IDP families have benefited from ACPDH's livelihood project. Across all of the interviews/focus groups with beneficiaries they highlighted a range of new skills and knowledge acquired from the project. Returnees were consistently able to articulate what they had learnt and how this had benefited their lives. Many spoke about feeling that life was easier to manage and that they felt more connected with other people as a result, particularly their neighbors and friends.

A strong theme identified by the interviewees was the quality of ACPDH's approach and delivery of the livelihood programme. Many also made reference to the high quality of support in their chosen activities, and TA staff who the majority referred to as 'helpful' and 'supportive'.

Feeling 'empowered'

Thank you – before I came here I wasn't able to feed my family, now I can. (Livelihoods beneficiary, Cassava powder business)

The life skills and business skills sessions helped me build my mechanic repair business. ACPDH also supported me with more materials. I now also train three young returnees, because most young people here have no job or hope. People in Gatumba mainly rely on fishing, but young people want more choices, I hope to build on this and open a training school. (Livelihood beneficiary, Mechanic)

Because I now have a charcoal business I can afford rent on my house for me and my children. (Livelihoods beneficiary, Charcoal business).

The experience (below) of one of ACPDH's beneficiaries provides evidence of the positive and life-changing impact that ACPDH's livelihood activities have had on returnees/IDPs, which was reflected throughout the evaluation.

I fled from Gatumba to the Congo in 1991 because of the ongoing conflict. When I reached Congo life was very difficult, we were in Kilomoni village. We did not get any assistance or food, my 4 children did not go to school, but we were there for 8 years. We were then forced out of Congo due to the war in 1998 and went to Tanzania, again for 8 years. It was also very hard, but at least one of my children went to school, we lived in Kijiji village.

We all came home to Gatumba in 2006 when it became harder to be in Tanzania. I got to know of ACPDH through a neighbour because when we returned I had so many problems, first my husband died and then I had a stroke. It was a terrible time. But thanks to ACPDH I was able to start my small business, the capital they gave me helped me grow and sell sweet potatoes. It is not easy coming back to a country where you are a stranger but with the support of ACPDH I feel we can start building our lives again.

The livelihoods project has supported the following activities to 190 families and 1070 family members. Those selected represented the most marginalised including widows, homeless families, large families, disabled and those caring for orphans and vulnerable children. The small business category includes poultry and goat rearing, catering, baking, tailoring, embroidery and mechanics.

	Agriculture	Small Business	Artisan	Mechanic	Total
Total Families supported	55	118	15	2	190
Female led	47	113	10	0	170
Male led	8	5	5	2	20

Families with disabled family members

	Agriculture	Small Business	Artisan	Mechanic	Total
Families with disabled members	6	24	8	0	38
Female led	3	19	5	0	27
Male led	3	5	3	0	11

There is a big difference in my life, my wife is now well and we are both working. My wife is selling clothes and I am working on our small business (Livelihoods beneficiary)

Getting access to credit is a problem, no-one is really supporting returnees/ IDPs they say we have nothing and cannot lend us anything, so I am happy ACPDH are helping us. (Livelihoods beneficiary)

Being more aware about their rights

During the final evaluation it was apparent that staff have been pro-active in ensuring that the sensitisation activities and workshops held promoted awareness of various human rights issues affecting returnees and IDPs, such as gender-based violence, child protection, security issues, and children’s right to education and healthcare, disability rights as well as citizenship rights including information on birth and marriage certificates.

4179 birth registrations have now been completed through the TA project, enabling children to register and enrol in school. The following table highlights the major areas of legal support offered to returnees/ IDPs. The numbers below indicate legal cases taken forward, many more individuals came to ACPDH for informal legal support and advice, especially in year 2 when the country was marred by political insecurity. ACPDH was forced to reduce the number of workshops and community sensitization events in year 2 due to the insecurity but still recorded high numbers of cases in need of legal support and birth registrations.

Cases	Year 1	Year 2	Year 3	Total
Land conflicts	13	22	29	64
Other conflict	123	53	35	211
Rape	4	10	12	26
Gender based violence	2	36	35	73
Torture/ domestic slavery	3	4	5	12
Arrests & disappearances	4	1	8	13
Other cases/ legal support	0	67	9	76
Social assistance	74	84	28	186
Demand for birth certificate	525	0	0	525
Birth certificate registrations	0	4169	10	4179
Total	748	4446	171	5365

A number of interviewees referred to being more aware of their rights and more confident in using them.

I do not fear things here in Burundi now. I am more confident and I know my rights. (Legal client, Mutimbuzi)

Accessing education and health services

The ongoing registration of birth certificates has increased the enrolment of children of returnees/ IDPs in local communities’ schools. ACPDH continues to work with Mutimbuzi commune administration to register and distribute birth certificate applications forms, 1529 are now registered since the start of the project, a number of these cases have been extremely time consuming. For example 8 children had been born as a result of rape, ACPDH assisted the mothers to register without the father’s consent, which proved difficult.

To support the most vulnerable to start and continue in primary school the TA project supported 811 children, mainly of primary school age with school materials including school uniforms, books, pens and mathematical sets. 27 disabled children have received materials and 298 orphans and extremely vulnerable children.

Our children are now in school, and I feel they are safe and learning. Before they were at home idle doing nothing. Now they have friends and they feel at home in Burundi again. (School material beneficiary)

Working in partnership with the local public health centre – Gatumba Health centre ACPDH have held workshops and sensitisation events to highlight key issues affecting returnees/ IDP and the wider community. This has led to the 1850 children accessing health services, ACPDH offers information and support in partnership with registered health workers. Similarly all the families who are registered with the livelihood coordinator agree to participate actively in safe water, sanitation and hygiene workshops to ensure the family members are healthy and engaged to live safely within the local community.

Similarly the holistic nature of the legal and social support has enabled ACPDH to incorporate maternal and child healthcare into their sensitisation and mobilisation work. Women are referred to Gatumba health clinic when they become pregnant to ensure the pregnancy is monitored, especially as many women have had traumatic experiences returning to Burundi. A number of women have ongoing cases of rape and gender based violence, these women have been supported closely during their pregnancies.

OUTCOME 1:

VIEWS OF EXTERNAL STAKEHOLDERS/PARTNERS

ACPDH addressing barriers for returnees/ IDPs

ACPDH's role as a provider of a targeted livelihood and socio-economic rights based project was viewed as pivotal by all of the interviewees, particularly in helping to address the inequalities and barriers, which often prevent returnees/ IDPs from accessing mainstream education and employment opportunities. A number commented that prior to ACPDH's interventions, activities of this nature did not always exist and children were less likely to access education and healthcare.

Their educational support means that children are not just staying at home. (Mutimbuzi local administration)

Before ACPDH no one was implementing livelihood projects for returnees in Gatumba (Mutimbuzi local administration)

They have ventured into areas that people don't work on in Gatumba. (CNTB).

The projects are seen to help returnees/ IDPs to build confidence, independence and strategies for self-reliance in an environment that can often feel challenging and isolated.

For a lot of returnees there is a barrier and little support so with this ACPDH project returnees have a stronger chance of getting re-integrated (CNTB)

Half of the interviewees also spoke about the office space (located in Gatumba) as offering a positive and nurturing space, which enables beneficiaries to have access to information and consequently become more aware of their rights whilst also strengthening their opportunities for learning and development.

OUTCOME 2: THE RIGHTS OF RETURNES/ IDPs WILL BE RECOGNISED AND REALISED

VIEWS OF EXTERNAL STAKEHOLDERS/ PARTNERS

Interviews

The stakeholder interviews held with Commission Nationales de Terres et Autres Biens (CNTB) and staff from the local administration at the commune level highlighted the work being developed with ACPDH to ensure returnees/ IDP rights are realised. ACPDH continues to advocate and initiate local sensitisation meetings where returnees/ IDPs views on policies affecting them feedback to key stakeholders.

The monthly meetings with CNTB and other duty bearers were held, the number and outcome of meetings is collated by ACPDH director and staff members. Weekly meetings with administration representatives at province, commune and zone levels were also held in year 1 and year 3, due to political insecurities in year 2 some meetings were cancelled. ACPDH continues to collaborate with key stakeholders including CNTB and UN departments on key issues affecting returnees and IDPs including human right protection issues, child protection and disability rights. They are all part of the new government plan to realise IDPs/ returnee rights.

Collaborative and proactive partner

A strong theme to emerge throughout all of the interviews relates to ACPDH's approach to working in partnership with external agencies, which is viewed as collaborative, proactive and professional. Interviewees described numerous examples of partnership work in practice including hosting joint meetings, working with other agencies on joint rights-based campaigns/awareness raising activities on issues such as child protection, gender based violence and returnee rights. 8 joint meetings were held with CNTB focusing on returnee/ IDP re-integration issues, durable solutions and conflict prevention.

We have always been in touch with them as partners holding joint workshops on issues affecting returnees and IDPs. The partnership is very important. The workshops help to promote issues around returnee rights. (CNTB President)

There is an assumption that CNTB can do everything but ACPDH recognize that this is a joint approach. For example, they host meetings with us 'they come on board'. They understand the value and ethos of networking – 'in meetings there is someone from ACPDH'. They offer to help out – they are always there when you need to work on different government policies. (CNTB, President)

They are available, excellent, are good communicators and very good at co-coordinating activities. (Local administrator, Mutimbuzi)

Aside from being open and supportive to collaboration other benefits were identified. The interviewees noted that an active 'cross-referral' relationship existed. In other words, the value of the organisation was demonstrated by the fact that a number of external partners regularly refer their clients to ACPDH for support and advice whilst ACPDH has also established mechanisms of referral to ensure beneficiaries do benefit from external partners expertise and services.

ACPDH refers people to us regarding property rights / land conflicts. We have technical expertise on land rights issues and that is why a formal agreement has been signed between ACPDH and CNTB. (CNTB President).

Sharing knowledge and expertise

Collaboration with ACPDH was also considered valuable in the context of knowledge and practice sharing by partners and other stakeholders through the provision of advice on specific cases, and by helping to educate other agencies on returnee/ IDP rights. For example, an officer from Mutimbuzi commune describes ACPDH as helpful because it provides a direct way for accessing the views and perspectives of returnees/ IDPs within the local community which consequently helps the local administration to achieve its own strategic objectives.

They have a very strong grassroots approach. ACPDH understand the issues and what's happening in this community. We appreciate their contribution and perspectives. They help us deliver our strategic aims – their grassroots approach. We don't always get the views of returnees directly so they act as a medium for us to gain their perspective. (Adviser, Mutimbuzi commune)

They have invited me to their trainings. I do discuss specific cases, for example where I have protection concerns with Sake (President, CNTB)

During the evaluation, it was clear that project staff have been engaged in raising awareness and influencing government of key concerns with some clear success on important issues for returnees/ IDPs. These examples also reinforce the importance and value of ACPDH's advocacy work. For example,

During a high level workshop in January 2015 organised by ACPDH, 90 stakeholders including UN agencies, EU representatives, INGO's and civil society came together to discuss and promote sustainable reintegration of returnees and IDPs into Burundian society. The discussions were positive, with participants promising to prioritise returnee and IDP rights. (Director, ACPDH)

We are working with the Ministry of Human Rights, Gender and Social Affairs (formally Ministry of National Solidarity). So far there have been some progressive results. At the end of last year there was recognition of the issues affecting returnees/ IDPs in government policy documents and we are now involved in feeding into consultation on issues, especially land rights and child protection. ACPDH is playing an instrumental part in the debates. (Director, ACPDH)

Interviews with staff and Board members highlighted the advocacy work that is now being developed.

'I believe that livelihood activities are the best support for re-integration and for any durable solutions to be successful, livelihoods must be a priority'. (Board member)

In 2014, ACPDH in partnership with UNHCR Burundi Country office celebrated World Refugee Day holding a public dialogue in Prince Louis Stadium, Bujumbura. The dialogue brought together for the first time key stakeholders including returnees, IDPs, refugees, UNHCR and key partners.

However, the interviews with staff/board reinforced some of the findings from the interviews with external stakeholders suggesting that more work is still required around advocacy. It was evident that ACPDH's role is needed and valued in spaces which raise awareness of the challenges facing returnees/ IDPs and seek to inform the development of more responsive and inclusive national policies. It was advised that ACPDH now need a more coherent and structured approach to advocacy, for example initiating individual campaigns based on identified need. Many felt that whilst the service delivery has been of high quality and has demanded the majority of staff time, more work needs to be done in the future to raise ACPDH's visibility in policy engagement.

ACPDH is a key agency and needs to be strategically placed to consider returnee/ IDP rights as well as the poor people living in this community. The emphasis now is on the livelihoods project and protection work, as there is too much work – this means that there is less emphasis on thematic critical thinking as an organization. Each department needs clear objectives around education, health etc. – otherwise the work could be a little knee-jerk and scattered. (Board member)

6.4 Barriers and challenges

Key questions: What is helping or hindering the project to achieve intended outcomes? How is the project involving partners? What is working well and what could be improved?

VIEWES OF BENEFICIARIES

Difficulties in finding support

A strong theme emerging from all of the interviews/focus groups was linked to the challenges of finding secure employment and an adequate source of income to support livelihoods. A number highlighted the difficulties of competing on arrival back in Burundi which was exacerbated through the discrimination they continue to experience as returnees. Consequently, almost all of the interviewees identified the importance of livelihood support as a way of enhancing their opportunities.

Competing with locals in Gatumba is hard – ACPDH needs to create more income-generating opportunities e.g. carpentry, plumbing (focus group)

It's hard to find a work as a returnee. (focus group)

The work (ACPDH) is important, as many returnees/ IDPs are not enjoying their rights – being a returnee is hard, and we need support and protection (Focus group).

There may be a need for ACPDH to consider more follow-up and training support to livelihood beneficiaries. Specific workshops to support returnees/ IDPs with strategies for building their small businesses and personal development

(confidence building and motivation). This would provide a way for ACPDH to identify any specific risks or vulnerabilities in delivering livelihoods projects which could also inform wider sensitization/advocacy on labour or employment issues. Specific workshops, which provide safe spaces for women and girls was recommended (see below for further discussion).

Barriers for women and girls

The interviews highlighted specific issues and challenges for women and girls. When asked about problems a number of issues were identified across all of the interviews including:

Livelihood needs: Overall many spoke about the lack of opportunities, and the high levels of gender based violence within the community. A lack of safety arose more frequently during the interviews with women.

Women are not well treated, the environment is not safe. You don't feel safe – when you are not educated – when you are not getting money. If I can support my children – they can support me in the future and I can feel better. We are a big family. (Legal client)

A number spoke about the difficulties in supporting the family when they were now the primary care givers as well as being solely responsible for meeting the families financial, housing and other needs. The following woman had used all her income from the livelihoods project to support her daughters who had been raped.

'Paying for rent and food is still difficult – I made money from the small charcoal business, but I spent it all when my daughters were attacked, especially to make sure they did not get HIV, now I am starting again. ACPDH helped me prosecute the men but it is still hard as my daughters are scared. (Legal client).

Violence against women and girls: When asked about other barriers women also spoke about the negative repercussions of rape/sexual assault in the context of civil war/conflict in Burundi and as refugees. This had ongoing negative repercussions on their confidence, physical, emotional health and wellbeing. Some also described a feeling of being vulnerable/exposed to further violence as returnees to Burundi. A lack of awareness of rights combined with poor treatment/lack of follow-up by the police or other statutory organisations was also highlighted.

Healthcare and education for our children is expensive - it's hard to get medication

Visibility

Whilst it was acknowledged that ACPDH is a key player in advocating for refugees, local administrative stakeholders stated that they were less aware of the specific nature of ACPDH's strategic advocacy work and its impact on wider government policy and existing activities were not promoted widely enough.

ACPDH are known in Gatumba, and I know they have focal points in different areas, but returnees need more support all over Burundi.

Resources

Similar to the beneficiary feedback the majority highlighted resource constraints as a barrier to ensuring that work is sustainable and effective in the long-term. The need to increase the number of livelihood projects offered to returnees/ IDPs was highlighted by all those interviewed.

A number of interviewees stated that demand for livelihood support outweighs what the organisation is currently in a position to provide.

The biggest challenge has been financial resources (Livelihoods coordinator, ACPDH)

Think of ways to scale up what they do – make their programmes sustainable – as the work they are doing is crucial. (CNTB)

Returnee children/ access to birth certificates

The lack of birth certificates the interviewees suggested was as a key problem that negatively impacts on the education, health and social prospects of their children. ACPDH have really focused on this area working with the local

administration to ensure 4169 children are now registered. However, more families need help and support with registering their children so they can enrol them into school and get government support.

6.5 Project design and management

OUTCOME 3: ACPDH WILL HAVE THEIR CAPACITY BUILT ENABLING THEM TO WORK WITH GREATER IMPACT FOR IDPS/ RETURNEES RIGHTS AND THE BENEFIT OF THE WIDER COMMUNITIES IN WHICH THEY LIVE

Key questions: Were there organisational factors related to project design or overall project management that impacted on the intended outcomes? What M & E systems are in place and did they adequately measure outcomes

Governance: ACPDH's governance structures consist of a local legally constituted board with 4 board members.

Focus groups conducted with board members during this evaluation indicate that they have a clear understanding of their roles and responsibilities. The board members include a lawyer with the Ministry of Justice, three teachers and one who is currently working for the Ministry of Communication. Between them they have experience in human rights law, International development and education.

They all have a strong understanding and knowledge of the situational context of returnees/ IDPs lives in Burundi. They currently support ACPDH Director to coordinate administrative tasks and planning for workshops and events. They also receive and review the organisation's balance sheet, budgets and financial annual report, working with the Director to ensure the audited accounts are completed as requested. Finally the board work with staff monitoring, reviewing and planning future activities.

STRATEGIC PLANNING: The evaluator undertook a SWOT and PESTLE sessions at the end of the evaluation period, to review ACPDH's priorities and strategic direction. The process was proactive in its involvement of staff and board members. Of relevance to this evaluation is that in going forward ACPDH has identified the following as a focus of future activities:

- Targeting and supporting returnees/ IDPs by expanding delivery of TA programme
- Streamlining its focus of activities to Human Rights Protection, Child protection, Violence against women and girls and Livelihoods.
- Collaborative work with stakeholders on community development and peace building in Burundi & the wider East African Community
- Diversifying funding streams/sustainability
- Developing a fundraising strategy
- Develop monitoring, evaluation and learning systems

Staff and board members felt that this provides ACPDH with a strong foundation for future development. In the main, concerns expressed were about how ACPDH could become a more robust and sustainable organization in the future. A clear pathway for this is to identify funding to sustain the current programme and diversify funding streams.

Organisational structure and management:

ACPDH Director who is responsible for reporting to the Board on a quarterly basis and funders as and when reports/evaluations are required oversees the project's overall progress and outcomes. In Bujumbura the programmes of activities are overseen by the Director supported by staff including the administrative assistant, finance officer, human rights coordinator, livelihood coordinator and disability Coordinator. All staff are engaged in policy/advocacy and networking events in addition to project delivery. Additional duties related to fundraising/bid-writing continue to be led by the Director with support from all staff including the finance/administration officers.

The Director is also available on an on-going basis to address any specific issues that require immediate action or a decision.

Since inception, ACPDH has sought to recruit returnee/ IDP staff and, currently, over half of the existing staff members are returnees/ IDPs. This demonstrates that ACPDH is connected and has a strong grassroots community based approach embedded into organizational structures and processes. To balance the demands on a small team, ACPDH has been successful in bringing in additional human resources and has demonstrated various ways of efficiently using

its existing resources through its collaboration with external partners especially CNTB.

Whilst ACPDH should be commended for its approach and delivery, a strong theme emerging across all of the staff and board interviews relates to staff capacity and gaps in staffing which ACPDH will need to consider in going forward after this phase of funding ceases. The success of the project has led to a growth in number of returnees/ IDPs using the services of ACPDH. Returnees/ IDPs often arrive with complex needs that require technical/practical support. Consequently, this places additional demands on services such as legal advice/advocacy, and fundraising, administrative and monitoring functions. The board members reinforced this concern and pointed to the need to strengthen the senior management structure to ensure that the Director has a more strategic focus. Comments related to staff capacity point to the need to address specific staffing gaps across the organisation in relation to programme development, fundraising and the need for a dedicated counsellor to support the ongoing needs of returnees/ IDPs.

I am currently doing a number of tasks that require support, including financial management, fundraising and communication. I would like to concentrate even more on strategic development, linking into key advocacy work. It may be good to think about getting a senior programme person to take on key tasks especially fundraising and management tasks. (Director ACPDH)

The Director needs an intern, fundraising support or some sort of Deputy – we need to find someone who is competent to take on that role and who gets ACPDH's ethos (Board member).

Strong, collaborative and committed team

Despite the challenges, as highlighted through interviews with external stakeholders and beneficiaries, ACPDH is highly considered and staff are viewed as competent, proactive and skilled, which has undoubtedly strengthened the work. Observations of day-to-day interactions at ACPDH during the evaluation also reinforce overall that this is collaborative and motivated team. Feedback from the staff interviews also strongly suggests that staff are clear about their roles.

A participatory and open style of leadership from the Director was observed which fosters an environment, which is conducive to the creation of a self-motivated, flexible and effective team. Being less reliant on 1 staff member as the holder of programme level expertise provides an effective use of existing human resources which are particularly important considerations when addressing staff retention and turnover.

Since getting all the staff to get more involved in networking, attending external meetings I have noticed that they have identified more opportunities for collaborative working, identifying who we need to link with and I feel like they have grown in confidence (Director ACPDH)

I enjoy liaising with 'Action for self-development for people with disability' here in Gatumba as they are a Disabled led people's organisation. I know first-hand the difficulties disabled people face but working collaboratively gives me support and knowledge when dealing with a variety of needs. (Disability coordinator ACPDH)

Management of financial resources

Overall the budget was well spent, with annual financial reports completed with quarterly and annual budgets forecasted.

6.6 Monitoring & evaluation:

The overall system for monitoring has highlighted some weaknesses, which should be addressed going forward. A number of processes are currently in place to monitor the progress:

- Beneficiary records – database, capturing demographic information of all people accessing ACPDH
- Individual notes / paper & database for all Human Rights cases/ legal clients – including gender/ inclusion of vulnerable people- disabled
- Individual notes/ paper & database for livelihood beneficiaries –including gender/ inclusion of vulnerable people – disabled
- Individual notes/ paper & database of Disabled beneficiaries
- ACPDH sensitisation meetings held
- ACPDH workshops held

- Partner meetings attended/ Director and staff

The majority of methods applied can best be used to evaluate quantitative indicators for outcome one and two. However to gain more detailed information of the impact of the work especially in terms of outcome 2 and the rights of IDPs/ returnees will be recognised and realised it would be beneficial to add a number of tools, including:

- Evaluation forms completed by beneficiaries
- Distance travelled tools for service users accessing ACPDH activities
- Sensitisation/ workshop session evaluations
- Evaluation forms from meetings with partners/ local administration
- Log book capturing the impact of ACPDH advocacy work and involvement of partners in advocacy work

These tools would be useful and could be further developed to gain more information on the impact of ACPDH's work on returnee/IDPs lives and the advocacy work to improve their rights. Support could be provided to beneficiaries completing the forms so they understand the questions properly particularly where there are language barriers. The majority of returnees from Tanzania speak Swahili or English rather than French or Kirundi spoken widely in Burundi. This could limit the robustness of the data in relation to staff bias, however ACPDH could consider dedicated external translator(s)

Another issue that emerged is the need to create a more robust system for monitoring gender and other equality strands across the different departments. This would enable ACPDH to identify any key factors/issues or specific risks/vulnerabilities that may impact on women's/disabled participation in activities.

We don't know if people experiencing GBV unless they access the human rights department, we should be coordinating with all departments especially the livelihoods project, to make sure all problems are addressed. (Gender Coordinator, ACPDH)

The monitoring is in need of some improvements, some sort of marker of performance (good, bad, what needs improvement) especially around our rights based work. (Human Rights Coordinator, ACPDH)

A simple log book that captures the mobilization or sensitization activities of ACPDH and partners would assist this. The logbook would highlight the impact of ongoing rights based advocacy work ACPDH are engaged in. It would also be useful to consider ways in which the sensitization/ workshop sessions with returnees/ IDPs are helping them to assert their rights more effectively.

A key identified work stream in the strategic planning session is the continuous development of ACPDH's 'theory of change' model and monitoring, evaluation and learning (MEL) systems. The current monitoring systems needs more support and development in order to more robustly capture the impact/outcomes of the work. This requires a dedicated and skilled member of staff to provide leadership on this vital area. ACPDH needs a roadmap that clearly details how monitoring should proceed, for example, when should monitoring be planned, when should monitoring be done and who needs (users) monitoring information / data. ACPDH needs to clearly define these monitoring objectives, what is to be measured, the frequency of measurement, the means of verification and most appropriate tools for measurement, especially the impact of advocacy work.

Overall, ACPDH has proven to be an adaptable, resilient organization that has developed strong robust internal structures and modes of communication that have helped to achieve the project's goals and outcomes. The partnership with DDP has enabled ACPDH who had no experience of International funding requirements to develop, implement and monitor a successful and impactful project. The ongoing priority of DDP 'to strengthen our partnership approach as well as the capacity of our partners' will ensure this model continues. It is the view of this evaluation, that ACPDH in partnership with DDP remains an important and necessary vehicle for improving the lives of returnees/ IDPs in Burundi. However, the evaluation has highlighted some areas that will require careful consideration if ACPDH is to build upon and strengthen what it currently delivers.

7. SUGGESTIONS FOR THE FUTURE

Key questions: What suggestions to beneficiaries' external stakeholders and staff/board make for improvements and future direction of travel?

Below what staff and board members felt that ACPDH should consider strengthening in the future. Overall, there is a strong view that ACPDH's role continues to be relevant in the current Burundian context but also critical to improving the lives of returnees/IDPs.

Areas for future consideration	Specific area suggested
<i>Improving returnee/ IDP children's access to education</i>	A need for a multi-pronged and holistic approach in Burundi. This would include building the capacity and awareness of teachers/schools of the specific barriers experienced by returnees/ IDPs especially young girls. The need for strategic advocacy with the Government on access to primary/secondary education was identified to highlight the persistent inequalities, but also to highlight the specific needs/barriers of returnees/ IDPs whose needs are invisible and often neglected within policy agendas on education.
<i>Livelihood activities</i>	<p>More vocational training programmes to support the livelihoods, integration and well-being of returnees/IDPs. More income-generating activities that help women / disabled in communities where there are fewer opportunities for employment/education were identified as priority areas.</p> <p><i>Help women (it's harder life than men). Train them with different skills –training us in business skills. Handicrafts, catering – different ways of generating income (Focus group)</i></p> <p><i>They should do more around employment. Get a serious partner to help with setting up businesses – tailoring, carpentry and agriculture. Funding is not there; it's limited so needs a collective effort. (Focus group)</i></p>
<i>Increasing women and girls led and centered activities</i>	Specific information-based workshops/activities for women and girls on issues that have a specific and disproportionate impact e.g. health and wellbeing, education and employment, safety issues including GBV and rape.
<i>More visible in strategic advocacy (highlighted by majority of external stakeholders/staff)</i>	A number of suggestions were made including producing more policy papers and information resources which inform the public of ACPDH's advocacy work and achievements and help to generate promising practice, using the media to highlight key issues, increasing direct engagement with national and international policy stakeholders and through thematic meetings on areas of current concern for returnees/IDPs and developing campaigns with other partners on areas of mutual interest and concern.

8. CONCLUSIONS, LESSONS AND FUTURE DIRECTIONS

ACPDH's TA programme has been an ambitious and innovative programme providing critical support to returnees/ IDPs. The importance of sustaining ACPDH's work in the future is also highlighted by the socio- economic political context which suggest that Bujumbura and specifically areas like Gatumba will continue to receive returnees and IDPs due to ongoing national and regional insecurity and poverty especially those moving from the poor rural areas of Burundi. The ongoing insecurity in Burundi has increased the numbers of Burundians becoming refugees in neighbouring countries, they may or may not return.

Whilst, there have been improvements in domestic policy and legal frameworks, existing reports and the findings of this evaluation strongly reinforce that returnees/ IDP in Burundi continue to experience violations of their rights in terms of security, housing, employment, education for their children, health services and food security. A growth in the number of returnees/ IDPs accessing ACPDH over the last year reinforces the growing demand for support amongst returnees/ IDPs and that ACPDH has established itself as a key organisation in the field of returnee rights. The major stakeholders considered ACPDH's services as relevant and pivotal to improving the lives of returnees/IDPs in Gatumba.

The programme evaluation suggests that the ACPDH TA programme has to a large extent been successful in achieving its purpose and aims, particularly in the following areas:

- **Delivery of outputs:** ACPDH has met or and/or exceeded in the delivery of agreed planned outputs in the majority of areas. The staff and board members should be commended for this achievement given that the organisation has had to adapt to difficult and unforeseen circumstances.
- **Holistic approach:** ACPDH offers a holistic, integrated service, which responds to variety of legal, psychosocial, education and livelihood needs. This helps to ensure services are both accessible and responsive to the multiple, complex challenges that returnees/ IDPs continue to face. This is especially important given that the organisation is supporting a high number of cases of gender based violence, torture and violence through direct advice, advocacy and referral to other partner specialist agencies.
- **Livelihood Support:** The area of greatest impact and a key strength of the organisation. The project demonstrated that planning, delivery and support are of high quality and the feedback from beneficiaries provides a strong indication that a number have felt more able to negotiate and manage their lives, therefore better able to integrate into their local communities. Beneficiaries reported improvements in their socio-economic situation enabling them to be properly housed, enabling their children to go to school, have access to health services especially ante-natal care and improve their access to safe water and sanitation.
- **Returnee/ IDP rights:** In the area of rights, ACPDH takes a multi-pronged approach. Right-awareness work has been strongly embedded across all activities in Gatumba and through the focal points around the country. There is evidence of ACPDH directly advocating on returnee/ IDP rights. ACPDH's strategic advocacy has helped to mobilise and influence dialogue with Government on key issues affecting returnees/ IDPs.
- **Collaborative:** Partnership and consultation has been a real strength of the TA programme. Numerous relationships have been nurtured with key organisations, which have helped to foster collective responsibility and commitment to addressing returnee/ IDP needs. ACPDH is considered a collaborative and professional organisation with the requisite expertise on issues affecting returnees. There were many examples of partnership in practice such as the MoU with CNTB, work with the local administrations and local disability groups.

However, the evaluation also identified areas where ACPDH needs to consider in going forward during its next phase of development:

- **Project design:** Whilst the project has overall delivered on key outputs and outcomes, from the evaluation it is evident that ACPDH has had a more measurable impact on some more than others e.g. monitoring advocacy/ rights work. This will require strengthening the systems for reporting on some outcomes where achievements are harder to measure e.g. policy/advocacy work.
- **Barriers for women and girls:** Women and girls experience multiple and specific barriers (gender based violence, exploitative work conditions, discrimination, lack of leadership, livelihood issues, poor access to training opportunities) that are likely to have an impact on their access and opportunities. ACPDH could focus on delivering more training aiming to reduce gender based violence in the community, starting in schools. A more gendered approach to project design and delivery would increase the impact on returnee/IDP women and girls who continue to be the most marginalised.
- **Barriers for children:** Poor access to education for returnee/ IDPs children to primary and secondary school is an ongoing concern. ACPDH could strengthen its role in the future through securing sustainable funding but also through having a more dedicated strategic advocacy approach to tackle this issue.
- **M & E:** The current monitoring systems needs more support and development in order to robustly capture the impact/outcome of the work. This requires a dedicated and skilled member of staff to provide leadership on this vital area. ACPDH needs a clear roadmap that clearly details how monitoring should proceed, for example, when should monitoring be planned, when should monitoring be done and who needs (users) monitoring information / data. ACPDH needs to clearly define these monitoring objectives, what is to be measured, the frequency of measurement, the means of verification and most appropriate tools for measurement, especially the impact of advocacy work.
- **Strategic advocacy / visibility:** Improvements could be made to ACPDH's 'visibility' and effectiveness as an advocate on returnee/ IDP rights. Clearer policy objectives and targets would help ACPDH to focus its lobbying work on key thematic areas, which are linked to issues that are identified at a community level.

In summary the evaluation outlines the need for further funding (from current and potential funders) for TA to continue to consolidate and build upon its existing work. The key recommendations are:

Project planning and design during the next phase:

Livelihood project: ACPDH should explore the potential for (private/public) donors to deliver training and livelihood support opportunities for refugees. ACPDH should conduct a market needs-assessment to identify areas that provide viable options for income. ACPDH's work could be attractive to corporate donors who have social responsibility targets in areas of inclusion/re-integration and would provide a useful strategy for diversifying funding and bringing in adequate resources to support a highly capital intensive part of the project.

Gender programming: ACPDH should consider integrating gender-based programming across its activities which enhance leadership and engagement in the livelihood/ rights and capacity building activities, strengthening wider community sensitization on women's rights. Given the levels of GBV, there would be merit to ACPDH strengthening work with women and girls through training, support and empowerment work but also developing a closer working partnership with specialist partners on GBV and Women empowerment focused civil society organisations.

Strategic advocacy/refugee rights: ACPDH should develop a more coherent advocacy and communication strategy, which identify clear objectives, targets, aims and outcomes. A thematic approach where ACPDH identifies priority areas for lobbying and leads on advocacy with partners and stakeholders including returnees/ IDPs informing that process would enhance and improve current approaches and outcomes. Information gathered internally through M & E systems, consultation and dialogue with partner agencies, staff and board should be co-ordinated to ensure that key areas are discussed collectively and then informs on-going policy-work. A multi-pronged approach should be taken

so that ACPDH is communicating key concerns to Government and other key stakeholders through policy papers; research, media (social media) campaigns; its website, strategic meetings and events. There are also opportunities for greater board involvement given existing levels of expertise in supporting the advocacy/research activities of the organisation.

Partnerships: ACPDH have developed a number of important partnerships that could enhance work in the future. These should be explored further in the context of joint programme delivery and consortia approaches to funding which would support the organisation's sustainability in the future

Project management/planning: It is essential that ACPDH address resource constraints with respect to staffing, accommodation and office equipment particularly if activities continue and are scaled-up. It is clear that project staff members are at capacity and future programming will need to consider strengthening senior management structures and numbers of project staff. Volunteers and interns should also be considered as a way of providing additional support to current project staff, for example legal support.

Beneficiary involvement: Supplement existing mechanisms for data-gathering with other more participatory approaches for gathering beneficiary feedback on an ongoing basis e.g. focus groups, a visible comments board, having nominated returnee/ IDP representatives to raise any specific issues with staff/management. The opportunity for beneficiary involvement on the board should also be explored.

9. APPENDICES

9.1 Evaluation grid

<p>The purpose of the evaluation is to assess the progress that has been made towards achieving project goals and outcomes. Specifically, whether ACPDH has delivered differences in the lives of returnees and displaced people in line with the following outcomes</p> <ul style="list-style-type: none"> • Improved reintegration into Burundian society of returnees and their families • The rights of IDPs/ returnees will be recognised and realised • Increase capacity of ACPDH 	<ol style="list-style-type: none"> 1. Has the project delivered on key outputs/ indicators throughout the duration of the grant period? What evidence is there that the project outcomes are being met for the beneficiaries? For whom, in what ways and in what circumstances? 2. Did the impacts reach all intended beneficiaries? Are there differences in outcomes across different demographic groups? (Gender, age, disability) 3. Were there any unintended outcomes/ outputs 	<p>Focus Groups</p> <p>Key informant interviews</p> <p>Document review (monitoring forms, mid-term review)</p>
<p>To identify and assess the influence of internal and external factors in the delivery of project activities and effects on beneficiary outcomes</p>	<ol style="list-style-type: none"> 4. How is the project involving other partners (CNTB)? What is working well and what could be improved? 5. What is helping or hindering the project to achieve intended outcomes (and unintended)? 6. Were there organisational factors related to the project design or overall project management that impacted on the intended outcomes? (Was there full beneficiary participation/ involvement in decision making with ACPDH, role of DPP as partners) 7. What M & E systems are in place and did they adequately measure outcomes? 	<p>Key informant interviews</p> <p>Staff interviews</p> <p>Focus groups</p>
<p>Suggestions/ considerations going forward:</p>	<ol style="list-style-type: none"> 8. What suggestions to beneficiaries external stakeholders and staff/board make for improvements and future direction of travel 	<p>Key informant interviews/ focus groups</p> <p>Staff interviews</p> <p>Document review (strategic planning documents, audits, minutes)</p>

9.2 Data sources

Method	Sample size
Focus groups	2 focus groups (Mutimbuzi) (n=16)
Semi-structured interviews (Beneficiaries)	5
Focus group with ACPDH staff and board members	1 focus group (Mutimbuzi) (n=10)
Interviews with ACPDH staff	7
Semi-structured interviews with ACPDH External stakeholders	3 (Mutimbuzi)
A review of ACPDH log books, beneficiary database/ register, monitoring reports, mid-term review, annual audits and reports, M & E tools.	

9.3 Demographic information (Focus group and interviews)

(FOCUS GROUPS – Mutimbuzi)

AGE		GENDER		RETURNEE/ IDP	
15 - 24	0	MALE	6	Returnee	8
25 - 44	7	FEMALE	10	IDP	8
45 – 64	8				
65+	1				

N= 16 (8 legal clients, 8 livelihood beneficiaries – including 3 disabled)

DEMOGRAPHIC INFORMATION

(Interviews: Mutimbuzi)

AGE		GENDER		RETURNEE/ IDP	
15-24	0	MALE	2	Returnee	2
25-44	4	FEMALE	3	IDP	3
45 - 64	1				
65+					

N= 5 (2 legal clients, 3 livelihood beneficiaries – including 1 disabled)

9.4 Participatory approaches

A range of visual participatory exercises were used which enabled participants to communicate in various ways and was helpful for those who felt less confident in verbally articulating issues in English.