

# The Refugee-Centeredness Barometer

A collaboration between RefugePoint and 60 Decibels.



Source : RefugePoint

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# Introduction and Summary (1/4)

## Why a Refugee-Centeredness Barometer?

When it comes to humanitarian work, the clue to what makes it most effective is in the name: human. And one of the most fundamental human acts is listening. There is little that affirms another person’s humanity more than taking time to hear their story – to recognize their individuality, to understand what they have lived through, and to connect beyond their present circumstance, to what makes them who they are.

Therefore, for humanitarian assistance the importance of listening to the people we serve is not just good practice – it’s essential. RefugePoint, an organization dedicated to partnering with refugees to improve their lives, has long recognized that being refugee-centered must mean hearing directly from refugees and using their input to inform changes to programs, priorities, and policies. Indeed refugee-centeredness is one of RefugePoint’s core values, generating the impetus for this groundbreaking Refugee-Centeredness Barometer.

At its essence the Barometer is an ambition to systematically and authentically listen to the perspectives of refugees on the support they receive. This listening included an ambition to understand the how and why of which programmes provide genuine benefit to their clients and where improvements can be made. But more than this, RefugePoint sought to understand whether their clients experienced agency in influencing the services on offer, not just as passive recipients of aid but as empowered clients of a service.

Undertaking this kind of self-examination took leadership and courage on RefugePoint’s part. It’s not always easy for organizations to open themselves up to the possibility of critique, especially from their clients, but RefugePoint saw this as a necessary step to improve accountability and service quality. By asking refugees directly about their experiences and sense of dignity, wellbeing, and self-reliance, RefugePoint has demonstrated a bold commitment to learning from those who matter most. As one staff member put it, “we cannot credibly assess how refugee-centered we are without inviting feedback from refugees themselves” – and so the Barometer was born.

## A wider context

Whilst this represents impressive leadership on the part of RefugePoint, gladly they are not alone. This initiative comes at a time of broader movement toward client-centered accountability in the humanitarian and development sectors. Across the globe, organizations are beginning to shift their focus to “social –

accountability” – prioritizing the voices and influence of affected populations (refugees, clients, community members) in assessing programs, not just the voices of donors or external evaluators. There is a growing recognition that people served by aid programs must have a say in program design, implementation, adaptations, and desired impact. In other words, refugees and other vulnerable groups are increasingly recognized as experts in their own lives whose feedback is invaluable for improving services.

Efforts like this Barometer align with such global trends – from community feedback surveys to initiatives like Afrobarometer that regularly gauge public opinion. By commissioning the Refugee-Centeredness Barometer, RefugePoint is joining and advancing a growing movement to elevate client voices and make aid more responsive.



## What Does “Refugee-Centeredness” Mean?

Refugee-centeredness is about more than offering services to refugees – it’s about how those services are designed and delivered, and who has a voice and leadership in them. Part of refugee-centeredness is making refugees true partners and leaders in their own journey. In practice, this means refugees’ priorities and expertise guide the organization’s strategies, programs, and advocacy. It means consistently asking whose voices shape organizational priorities. RefugePoint has articulated that “we see refugee-centeredness not as a single project, but as a core foundation of our work – centering refugees as partners and leaders, and working alongside them so that their priorities and expertise guide our strategies, programs, and systems-change efforts”.

With this value in mind, the Refugee-Centeredness Barometer was created to measure specific

## Introduction and Summary (2/4)

dimensions of refugee-centered practice. Through consultation and research, RefugePoint identified key themes that together paint a picture of how “refugee-centered” an organization’s work is from the client’s perspective. The Barometer focuses on six main themes:

- > **Participation & Engagement:** Do clients feel they can participate in decisions about the services they receive? Are they actively engaged in shaping programs?
- > **Refugee Leadership:** Are refugees taking on leadership roles in RefugePoint’s programs and in their communities? Do clients see evidence of refugees influencing decisions and leading initiatives?
- > **Communication & Feedback:** How well does RefugePoint communicate with clients? Do refugees know how to give feedback, and do they feel heard? Are there accessible channels for two-way communication and do clients see follow-up on their input?
- > **Collaboration & Partnerships:** Does RefugePoint work alongside refugee-led organizations and the broader refugee community? Are clients aware of efforts to partner with local refugee-led groups rather than duplicate or replace their work?
- > **Safeguarding & Protection:** Do refugees feel safe and respected in their interactions with RefugePoint? Are they aware of policies to protect them from harm, and is their data handled responsibly?
- > **Trauma-Informed Services:** Are services delivered in a way that is sensitive to the trauma and emotional needs refugees may have? Do clients feel the support considers their mental health and well-being?

Each of these themes captures an aspect of “refugee-centeredness.” Together, they put a stake in the ground in terms of defining what a refugee-centered organization might strive for: one where clients have voice and agency, where refugees lead and shape programs, communication is open and responsive, partnerships amplify refugee initiatives, everyone is safe and respected, and services are delivered with empathy and awareness of past trauma.

We hope these topics and the data that is to be shared in the later part of this report represent a positive first step to defining centredness in this context.

### How We Listened: A Collaborative Approach

RefugePoint partnered with 60 Decibels, to consider and ultimately design a research toolkit that could faithfully gather information from refugees on the themes identified. The survey would need not only to gather insight and action-oriented information on a range of complex topics, but also be implemented in a way that was, in keeping with the goals of refugee-centeredness, highly respectful to the respondent.

Co-designed through a participatory process, RefugePoint staff and refugee community members were involved in shaping the survey questionnaire and deciding which concepts to measure. After the survey data was collected, the partnership continued in the analysis phase. RefugePoint and 60 Decibels held joint sense-making sessions to review preliminary results, again including refugee voices to validate and interpret the findings. RefugePoint’s deep contextual knowledge and the lived experience of refugee participants enriched the analysis that 60 Decibels produced.

“

They see you as a person, not a case file. They are very welcoming, they understand a family’s needs.

– Female, DRC

The result was that this research was not an extractive outside evaluation, but a process co-designed and enriched with refugee input. 60 Decibels brought methodological rigor and an objective lens, while RefugePoint ensured the process stayed grounded in its values and context. We are proud to say this was a true partnership every step of the way – an example of how an NGO and an external evaluator can work together with refugee input to produce actionable learning.

### A remote-based survey

Methodologically, the Barometer used a phone-based survey to reach RefugePoint’s clients in Nairobi, Kenya. From November to December 2025, 60 Decibels’ trained researchers conducted structured phone interviews with 211 refugees who receive RefugePoint services. These respondents were drawn

## Introduction and Summary (3/4)

from both of RefugePoint’s core program areas in Kenya: Host Country Solutions (HCS) (services helping refugees become self-reliant in the country of asylum) and Third Country Solutions (3CS) (services supporting refugees with resettlement, labor mobility, or family reunification to third countries). The sample included clients across different ages, genders, nationalities, and service types. We attempted to contact every client in the sampling frame (a total of 326 contacts) to ensure inclusivity. In the end, the 211 interviews achieved provide a robust cross-section of client voices.

The survey mixed closed-ended questions (for quantitative measures on each theme) with open-ended questions (allowing refugees to share experiences in their own words). This mixed approach captured both statistics and personal stories about RefugePoint’s work. All interviews were conducted confidentially in the respondent’s preferred language (including English, Kiswahili, and others) by trained local researchers, to make participants comfortable sharing honest feedback. Throughout the process, 60 Decibels upheld strict safeguards for data protection and confidentiality – an important aspect when asking potentially sensitive questions about safety and wellbeing.

### What We Heard: Key Themes and Findings

So, what did refugees in Nairobi have to say about RefugePoint’s services and approach? In short, the feedback was rich and illuminating, highlighting both strengths and areas for growth across all six themes. Here is a brief thematic summary of the Barometer’s major findings.

**Participation & Engagement:** RefugePoint clients reported strong involvement in decisions about their services. Nearly three-quarters of respondents said they have at least some say in service decisions—such as choosing or influencing the assistance they receive. This suggests many refugees feel engaged rather than passive, and RefugePoint’s efforts (needs assessments, client choice, etc.) are being noticed. Still, if the goal remains fully, or near to fully, empowered participation for all clients there is still room to keep working toward this.

**Refugee Leadership:** Perceptions of refugee leadership were nuanced. Very positively over half of clients observed refugees playing some leadership role within programs (e.g., community mobilizers, peer counselors, staff), and many could cite examples of RefugePoint uplifting refugee leaders and alumni. However, fewer than half felt refugees received enough

training or support to step into these roles. Clients called for more structured leadership development—such as leadership training, mentorship, civic education, and conflict-resolution skills.

**Communication & Feedback:** Feedback on communication was largely positive. Most clients felt informed about services and comfortable approaching staff with questions or concerns. A strong majority knew how to provide feedback, and many had used channels such as speaking to staff, suggestion boxes, or phone hotlines. Importantly, clients reported feeling safe and respected when giving feedback. As one interviewee shared, staff “see you as a person, not a case file.” A key opportunity is strengthening follow-up so clients can see how their input leads to action. Overall, communication appears to be a strong point and a foundation for trust.

**Collaboration & Partnerships:** Client awareness of RefugePoint’s collaboration with local organizations—including refugee-led organizations (RLOs)—was mixed. Some clients were unsure about the extent of partnerships. Among those who were aware, views were highly positive: clients strongly agreed that RefugePoint aims to work with locally led organizations rather than replace them. This suggests RefugePoint is widely seen as a respectful partner, but could do more to communicate its partnerships—for example, when it makes referrals, supports community-led projects, or co-organizes activities with RLOs. Increasing visibility of these efforts could further build trust and strengthen collective impact.

**Safeguarding & Protection:** Clients largely reported feeling safe and respected in their interactions with RefugePoint staff. Most said they “often or always” feel treated with dignity, and the vast majority felt comfortable raising concerns or giving feedback. Awareness of formal safeguarding policies was lower: only about half of respondents knew about the protections in place. Sharing this information more clearly could strengthen confidence and accountability. Reports of misconduct were extremely rare. RefugePoint’s priority is to maintain this strong culture while ensuring every client knows their rights and reporting options.

**Trauma-Informed Services:** Clients gave very positive feedback on trauma-informed care. Nearly 87% agreed RefugePoint’s services consider their mental health and emotional well-being. Many described staff as empathetic and sensitive to past trauma—listening carefully, showing patience, and offering support that feels genuinely caring. At the same time, many clients

## Introduction and Summary (4/4)

asked for expanded psychosocial support, including more frequent counselling, follow-up check-ins, and peer support groups. About half specifically suggested more available counselling, highlighting strong demand. The findings suggest RefugePoint’s approach is working—and that clients want it scaled up, with culturally and linguistically appropriate services.

### A Model for Accountability and Learning

By commissioning this Refugee-Centeredness Barometer, RefugePoint has not only reflected critically on its work—it has also created a model that could influence the broader sector. The Barometer shows that organizations can measure refugee-centeredness systematically and use client feedback as a meaningful performance indicator.

RefugePoint intends to use these results to improve its services, programs, structures, and partnerships. RefugePoint and 60 Decibels also hope this approach can be refined and replicated by others serving refugees and vulnerable communities, helping drive more transparent, client-centered accountability across the field.

## About RefugePoint

RefugePoint is a nonprofit organization that partners with refugees to access life-changing solutions and transforms how the world supports them. For refugees who must remain in the country to which they have fled, RefugePoint helps them to become self-reliant so they can achieve social and economic stability. For refugees who are not safe in the country to which they have fled, RefugePoint helps them relocate through resettlement or other pathways to safety. RefugePoint also influences global policy and practice to improve how the world supports refugees.

RefugePoint recognizes the importance of and is deeply committed to creating space for and elevating refugee voices and leadership within the organization and the broader humanitarian community. RefugePoint partners with refugees to achieve their aims and is committed to ensuring that refugees are an integral part of our program design, implementation, and monitoring, as well as our overall agency governance.

Learn more at [refugepoint.org](https://refugepoint.org).



# Top Five Actionable Insights

1

**Stability first: meeting basic needs unlocks recovery, dignity, and self-reliance.** Clients repeatedly describe how food, rent, healthcare and business support move them from survival to stability – and then toward independence. These services form the foundation upon which all other outcomes rest.

**Action:** Safeguard funding and operational capacity for basic-needs support, and continue to frame these services as enablers of long-term self-reliance, not short-term relief

See pages: [11](#), [12](#), [15](#)

2

**Communication quality shapes perceived impact as much as service quality:** While most clients trust RefugePoint and feel safe giving feedback, many struggle with long waits, limited appointments, and unclear updates. Lack of information – not lack of goodwill – is a primary driver of dissatisfaction.

**Action:** Introduce lightweight, low-cost communication improvements (SMS status updates, clearer expectations at intake, scheduled check-ins for high-stress processes).

See pages: [18](#), [19](#)

3

**Trauma-informed care is a major strength – and a growing expectation:** Most clients feel understood, respected, and emotionally supported. However, many call for **more frequent, language-appropriate, and ongoing counseling**, especially during stressful processes like family reunification.

**Action:** Expand access to counseling, peer-support groups, and follow-up check-ins, with attention to language and cultural alignment.

See pages: [35](#), [36](#)

4

**Increase choice and flexibility in how refugees engage:** Requests for phone-based counseling, community-based sessions, language-matched providers, and peer groups reflect a desire for options, not one-size-fits-all models.

**Action:** Pilot flexible service delivery models such as phone counseling, rotating community sessions and peer-led groups where demand is highest.

See pages: [28](#), [36](#)

5

**Looking ahead: align measurement with different pathways of impact:** Including clients awaiting services lowers perceived impact scores, masking strong outcomes among those already supported. RefugePoint’s work spans immediate protection and longer-term mobility pathways – each requiring different success markers.

**Action:** Use segmented reporting (HCS vs. 3CS, receiving vs. awaiting services) to track progress more accurately and communicate impact more clearly to funders and partners.

See pages: [11](#), [14](#)



# 01: Profile

This section helps you understand your client base.

The key indicators in this section are:

- **First Access:** What proportion of your clients are accessing a similar service for the first time?
- **Services Accessed:** What services are they accessing from you?
- **Access to Alternatives:** Do they have other options for humanitarian support available?
- **Pressing Needs:** Understanding your clients' view of the most pressing needs facing them and your ability to serve those needs

Profile

# RefugePoint primarily serves working-age adults through Host Country Solutions, with labor mobility emerging as the most common third-country pathway

Demographics (n = 211)

Gender Breakdown		
Female		47%
Male		53%

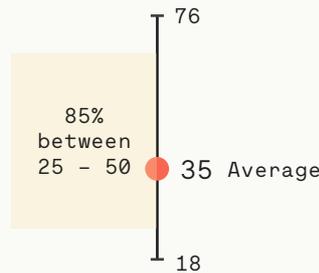
  

Client Group		
Host country solutions (HCS)	URPP Core Client	49%
	URPP Non-Core client	10%
Third country solutions (3CS)	Family Reunification	15%
	Labour Mobility	24%
	Resettlement	3%

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MIDDLE - 60dB Benchmark

URPP = Urban Refugee Protection Program

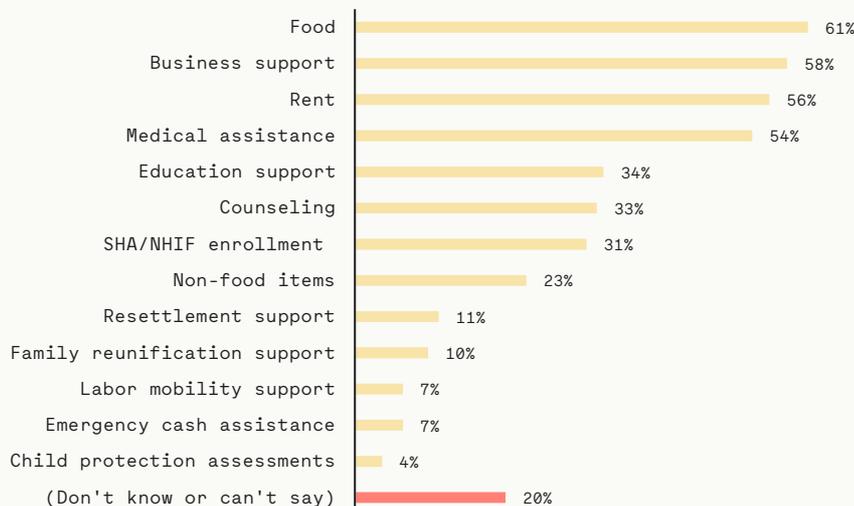
## Age Distribution



# Women are far more likely to access RefugePoint’s basic needs and protection-related services, while men are more likely to engage with labor mobility pathways

## Services Accessed

Q: Which service(s) are you receiving from RefugePoint? Please include any services you may have received in the past. (n = 211)



## Trends

Women report much higher access to:

- Food (78% women vs. 46% men)
- Rent support (74% vs. 40%)
- Business support (69% vs. 49%)
- Medical assistance (65% vs. 43%)
- Education support (46% vs. 23%)

This suggests women are more directly engaged with services addressing **household survival, caregiving and stability.**

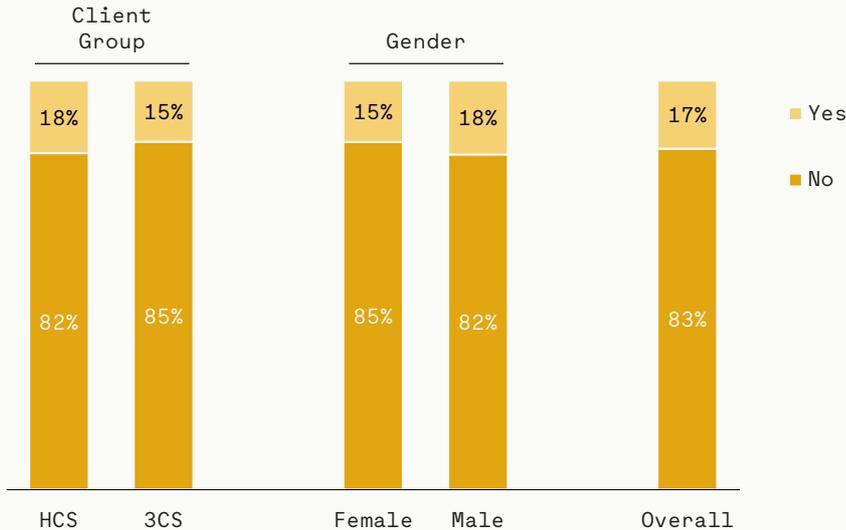
Note: "Don't know / can't say" responses largely reflect applicants who were in the pipeline (e.g., had applied or been interviewed) but had not yet begun receiving services. Where appropriate, these respondents have been excluded from analyses related to service experience.

Profile

# RefugePoint is a first point of access for over 8 in 10 clients – consistently across program type and gender

## First Access

Q: Before RefugePoint, did you have access to services like RefugePoint provides?  
(n = 211 | HCS = 124, 3CS = 87 | Female = 100, Male = 111)

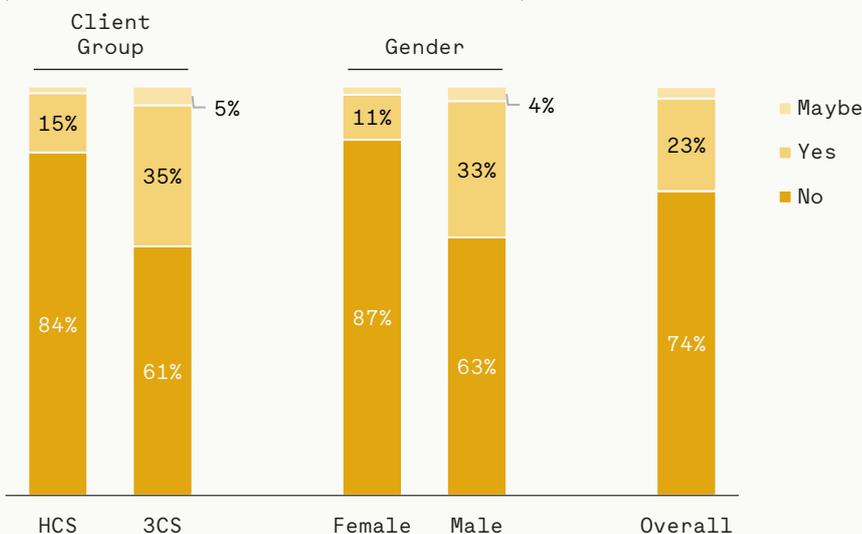


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TOP 40% - 60dB Benchmark

# Most clients, especially women and HCS clients, report having no alternative humanitarian support beyond RefugePoint

## Access to Alternatives

Q: Are there other options for humanitarian support available to you besides RefugePoint?  
(n = 211 | HCS = 124, 3CS = 87 | Female = 100, Male = 111)



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MIDDLE - 60dB Benchmark

### Trends

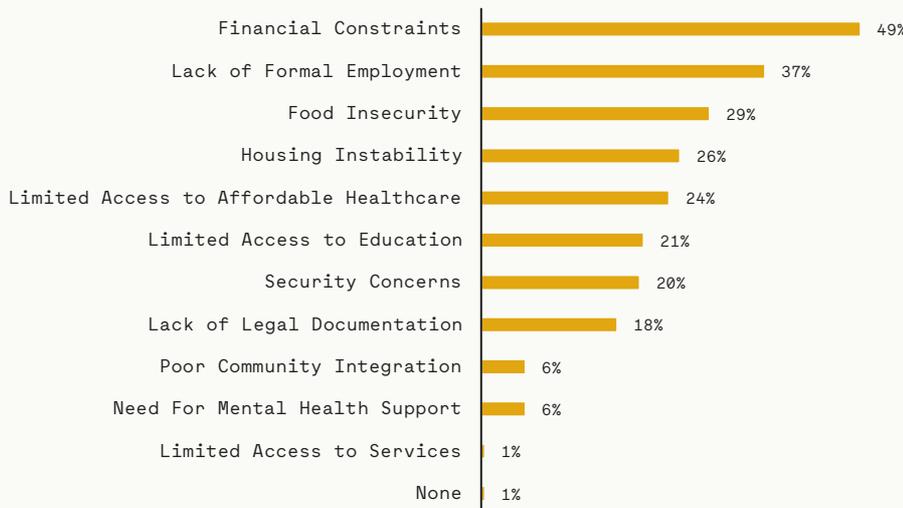
- Men (33%) are three times as likely as women (11%) to report alternative support options, suggesting **women may face greater barriers to accessing other humanitarian or social support systems**. This reinforces RefugePoint’s role as a critical provider for women.
- HCS clients appear to be **more dependent on RefugePoint as their primary support provider**, while 3CS clients may be slightly better connected to other actors or systems.

Profile

# Financial pressure, employment gaps and food insecurity dominate community needs, with some gendered differences in health access and integration

## Pressing Needs

Q: What do you think are the most pressing needs currently facing urban refugees in your community? (n = 211)



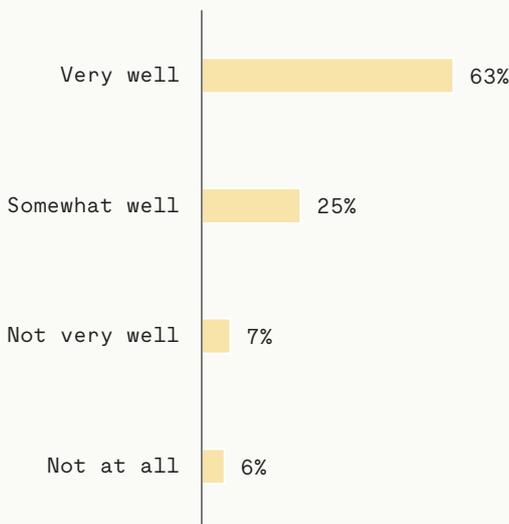
### Trends

- Men report **limited access to affordable healthcare** more frequently than women (29% vs. 19%) and are also more likely to cite **lack of legal documentation** (21% vs. 14%), suggesting distinct access or awareness challenges.
- Pressing needs differ by program type: 3CS clients are focused on **pathways to work and legal status**, while HCS clients face **more immediate survival and safety challenges**.

# 3CS clients emphasize jobs and documentation, while HCS clients face more acute housing, security, and financial pressures

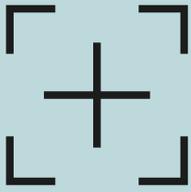
## RefugePoint’s ability to serve those needs

Q: To what extent do you feel that RefugePoint’s services address the most pressing needs of refugees in your community? (n = 211)



### Trends

- Over half of 3CS clients cite **lack of formal employment** as a pressing need (52% vs. 26% HCS), and nearly one-third report **lack of legal documentation** (29% vs. 10% HCS).
- Housing instability** is reported by 32% of HCS clients – double the rate among 3CS clients (16%) – and **security concerns** are also higher (25% vs. 14%).



## 02: Impact

We believe that the best way to understand the social impact that you are having, is to simply ask clients whether their quality of life has changed as a result of access to your services, and if so, how.

This section shows you the degree to which you are impacting quality of life, and what outcomes, if any, clients are experiencing, in their own words.

The key indicators in this section are:

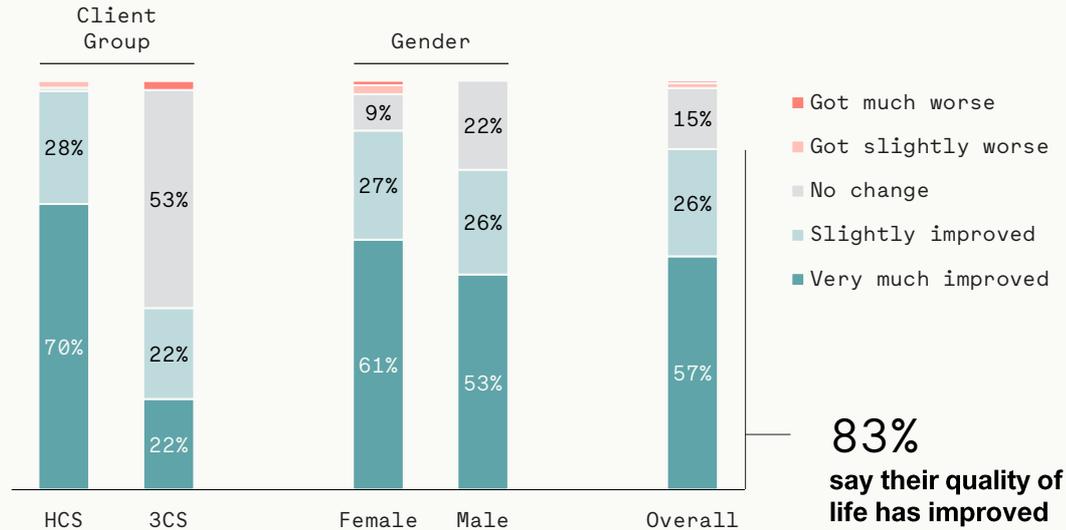
- **Quality of Life Change:** How likely are your clients to report a significant improvement to their subjective wellbeing.
- **Goal Achievement:** What impact did RefugePoint have on clients' ability to achieve their goals?

[+] Impact

# 83% of clients receiving services report improved quality of life (QoL), with the strongest gains among HCS clients

## Quality of Life Change Among Clients Receiving RefugePoint Services

Q: Would you say your quality of life has changed because of the services you're currently receiving from RefugePoint? (n = 168 | HCS = 123, 3CS = 45 | Female = 90, Male = 78)



**Note:** This view excludes respondents who selected "Don't know / can't say" in Q2, as these respondents had not yet begun receiving services at the time of the survey. Excluding them allows for a clearer assessment of quality-of-life change among clients actively receiving RefugePoint support.

**83%**  
say their quality of life has improved

●●●●○  
TOP 40% - 60dB Benchmark

 Impact

## HCS clients report more immediate and dramatic quality-of-life improvements

Top three self-reported outcomes for HCS clients who say their quality of life improved  
Open-ended question, responses coded by 60dB

# 48%

talk about **business growth**  
(27% of all respondents)

# 44%

mention **improved food security**  
(25% of all respondents)

# 28%

report **improved financial independence**  
(16% of all respondents)

### Trends

- Among clients receiving RefugePoint services, 70% of HCS clients report their quality of life has “very much improved” compared to 22% among 3CS clients. HCS services appear to deliver **immediate, tangible improvements in day-to-day wellbeing**, consistent with their focus on urgent protection and basic needs.

## 3CS clients more often experience gradual or stabilizing benefits

Top three self-reported outcomes for 3CS clients who say their quality of life improved  
Open-ended question, responses coded by 60dB

# 36%

talk about **improved financial independence**  
(4% of all respondents)

# 27%

mention **business growth**  
(3% of all respondents)

# 27%

report **improved food security**  
(3% of all respondents)

### Trends

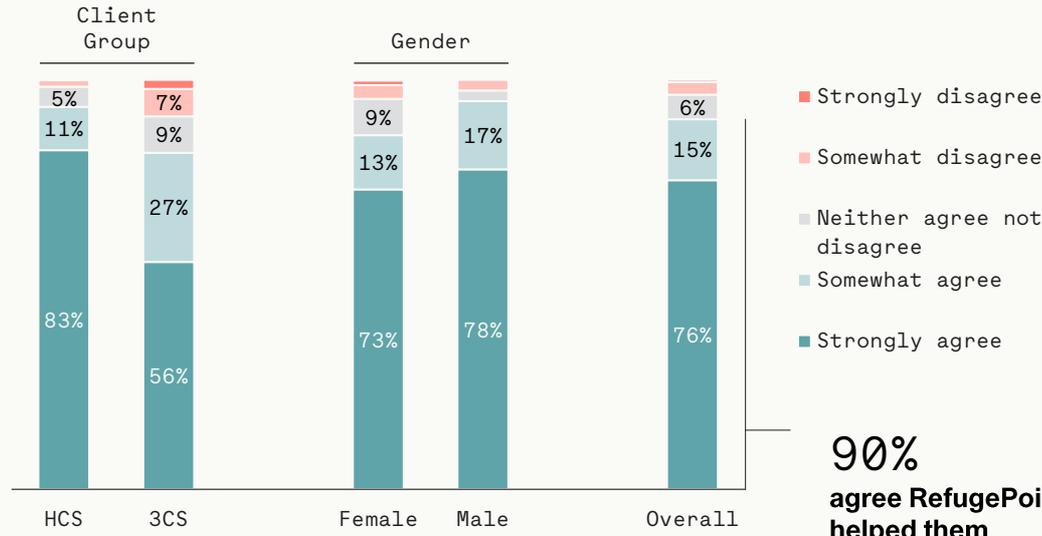
- 53% of 3CS clients report “no change” in quality of life, which may not be surprising given the time it takes for refugees to pursue resettlement or other pathways to relocation. However, 44% still report improvement, indicating benefits may be longer-term or less immediately felt (e.g., employment pathways, documentation). It’s also possible that some 3CS clients may have also participated in stabilization services.

[+] Impact

# 90% of clients receiving services agree that RefugePoint is helping them achieve their goals, with stronger agreement among HCS clients

## Goal Achievement Among Clients Receiving RefugePoint Services

Q: To what extent do you agree or disagree with this statement: RefugePoint services are helping me achieve my goals. Do you? (n = 168 | HCS = 123, 3CS = 45 | Female = 90, Male = 78)



**Note:** This view excludes respondents who selected “Don’t know / can’t say” in Q2

**90%**  
agree RefugePoint helped them achieve their goals

## Top reasons why clients agree or disagree that RefugePoint helped them achieve their goals

Those who agree (n = 152)  
Open-ended question, responses coded by 60dB

Those who disagree/neither agree or disagree (n = 16)  
Open-ended question, responses coded by 60dB

**60%**  
talk about **business support**  
(43% of all respondents)

**43%**  
mention **self-reliance**  
(31% of all respondents)

**38%**  
talk about **lack of support**  
(3% of all respondents)

**31%**  
mention **limited impact**  
(2% of all respondents)

**15%**  
report **emotional stability**  
(10% of all respondents)

**25%**  
report **business challenges**  
(2% of all respondents)

**25%**  
cite **unmet expectations**  
(2% of all respondents)

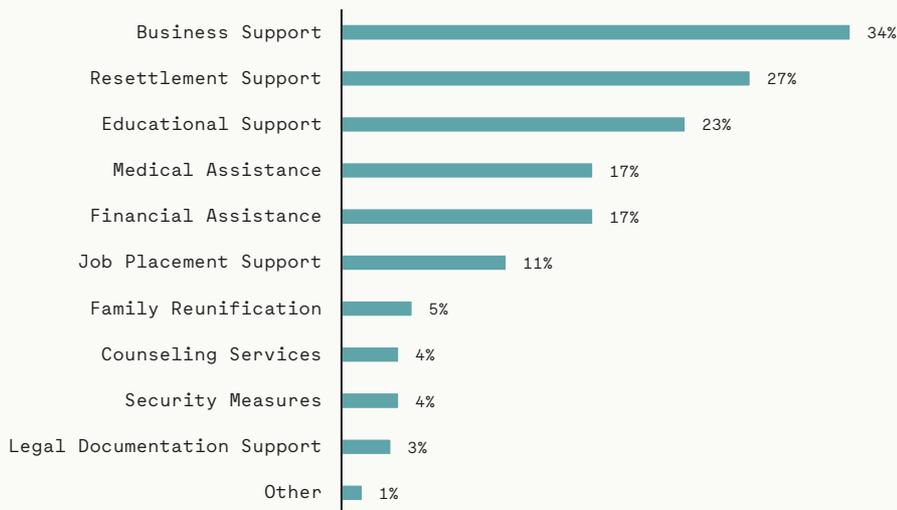
[+] Impact

## Clients most often identify unmet demand for business, resettlement, and education support – services that RefugePoint already offers but cannot always meet at scale

### Services Needed yet did not Receive

Q: Is there any type of support or service you need but are not currently receiving from RefugePoint? (n = 211)

Open-ended question, responses coded by 60dB



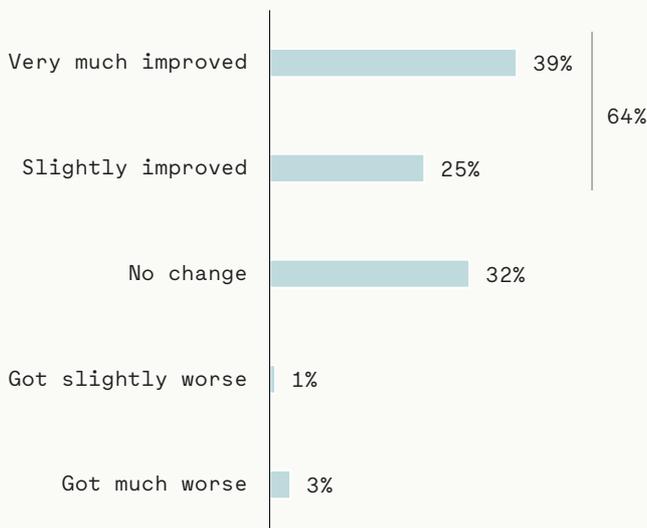
### Trends: Clear program-level differences in unmet needs

- 3CS clients are significantly more likely to cite **business support** (46% vs. 25% HCS), **job placement support** (16% vs. 7% HCS) and **family reunification** (9% vs. 2% HCS).
- HCS clients are more likely to cite **resettlement support** (34% vs. 17% 3CS), **educational support** (25% vs. 20% 3CS) and **counseling services** (7% vs. 0% 3CS).

## Nearly two-thirds of clients (64%) report improvements in service quality since engaging with RefugePoint; only 4% report decline

### Change in Quality of Services

Q: Has the quality of services you receive from RefugePoint changed since you started receiving them? Would you say they are: (n = 211)





# 03: Experience

If your clients are unhappy, it's unlikely they will recommend RefugePoint to others.

This section uses the popular Net Promoter Score® to understand the level and drivers of client satisfaction and loyalty.

The key indicators in this section are:

- **Net Promoter Score:** How likely are your clients to recommend your company to a friend or family member?
- **Ease of Accessing Services:** What was the experience of clients trying to access RefugePoint's services?

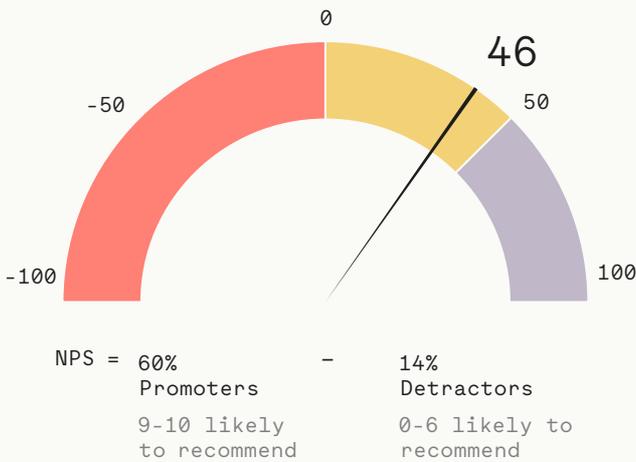
Experience

# RefugePoint has an NPS of 46, which is at par with the 60dB East Africa benchmark of 46. There’s notably higher advocacy among women and HCS clients.

## Net Promoter Score® (NPS)

Q: On a scale of 0-10, how likely are you to recommend RefugePoint to a friend or family member, where 0 is not at all likely and 10 is extremely likely? (n = 211)

The Net Promoter Score® (NPS) is a gauge of respondent satisfaction and loyalty. The NPS is the percent of clients rating 9 or 10 ('Promoters') minus the percent of clients rating 0 to 6 ('Detractors'). Those rating 7 or 8 are 'Passives'.



The score can range from -100 to 100. RefugePoint in Kenya has a NPS of 46, which is excellent.

Segments	NPS
Female	58
Male	35
HCS	68
3CS	15

MIDDLE - 60dB Benchmark

## Essential, business, and medical support drive strong advocacy; consistent service delivery and clearer communication remain key improvement areas

Follow up from NPS question: We ask respondents to explain their rating to provide an insight into what they value and what creates dissatisfaction.

**60%** 😊  
are Promoters

**They value:**

1. Essential needs support (47% of Promoters / 28% of all respondents)
2. Business support (35% of Promoters / 21% of all respondents)
3. Medical support (21% of Promoters / 13% of all respondents)

**26%** 😐  
are Passives

**They appreciate:**

1. Business and essential needs support (67% of Passives / 17% of all respondents)
  2. Non-discriminatory practices (6% of Passives / 1% of all respondents)
- They would like to see:**
1. Quicker and more reliable service delivery (7% of Passives / 2% of all respondents)

**14%** 😞  
are Detractors

**They would like to see:**

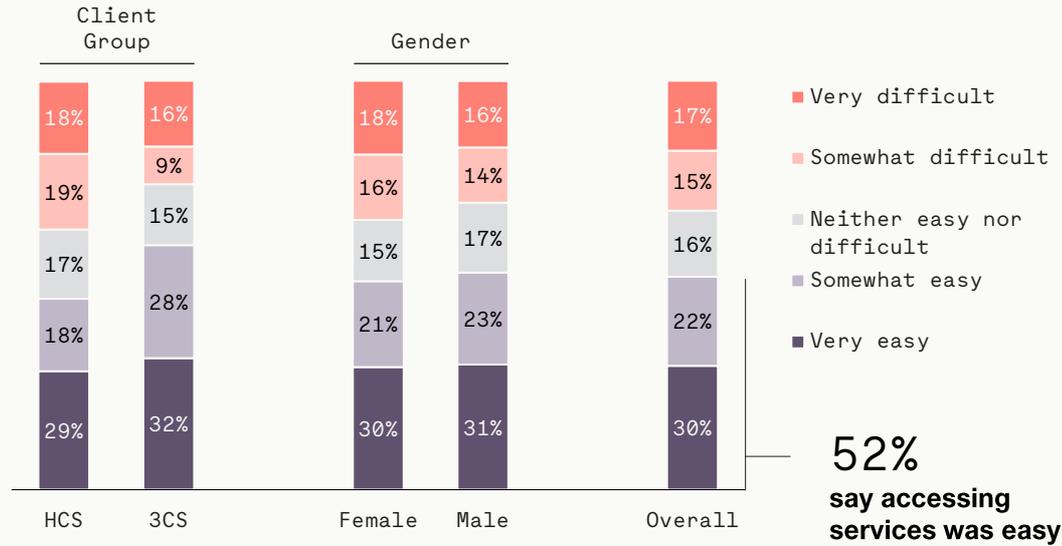
1. More consistent service delivery (40% of Detractors / 6% of all respondents)
2. Clearer and more transparent communication (30% of Detractors / 4% of all respondents)
3. More comprehensive support, including improved labor mobility pathways (26% of Detractors / 4% of all respondents)

Experience

# Access to RefugePoint services is mixed, with just over half of clients finding access easy

## Ease of Accessing Services

Q: How easy or difficult was it to access RefugePoint services?  
(n = 211 | HCS = 124, 3CS = 87 | Female = 100, Male = 111)



## Positive access experiences contrast with long delays, limited appointments, and feedback gaps

### Clients Reporting Ease in Accessing Services

Q: Could you please explain your answer? (n = 110)  
Open-ended question, responses coded by 60dB

**52%**  
cite a **positive referral experience**  
(27% of all respondents)

**34%**  
mention an **easy application or support process**  
(18% of all respondents)

**17%**  
report **timely support**  
(9% of all respondents)

**16%**  
talk about **friendly and welcoming staff**  
(8% of all respondents)

### Clients Reporting Difficulty in Accessing Services

Q: Could you please explain your answer? (n = 67)  
Open-ended question, responses coded by 60dB

**55%**  
cite **difficulty accessing the organization without appointments**  
(18% of all respondents)

**34%**  
mention **long waiting periods**  
(11% of all respondents)

**21%**  
report **overwhelming demand for services**  
(7% of all respondents)

**15%**  
highlight **lack of feedback on services**  
(5% of all respondents)

 Experience

## Improvement suggestions vary by client group: 3CS clients emphasize better communication and engagement, while HCS clients are more likely to prioritize access, proximity and urgent support

### Suggestions for Improvement

Q: What could RefugePoint do differently to improve its services or better support clients like you? (n = 211)

Open-ended question, responses coded by 60dB

# 19%

(19% of all respondents)

call for **improved communication**

“Have someone who can speak our language at the gate or in the office for ease of communication and understanding each other, and instead of telling us to come back next week for an update on our case, an SMS telling us how our case is progressing will save us money for transport.”

- Female, DRC

# 15%

(15% of all respondents)

mention the need for **stronger community engagement**

“Host monthly community meetings. A place where we can all come together, hear general updates, and give feedback directly to the leadership, not just to the busy caseworkers.”

- Female, Ethiopia

# 13%

(13% of all respondents)

suggested **improving accessibility and proximity**

“We will appreciate if they can set up a few small offices in the communities where we live, like in Kiamaiko, so that we don't spend our small money on transport to go to the offices.”

- Male, Ethiopia

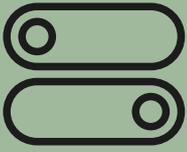
# 10%

(10% of all respondents)

call for **enhanced business support**

“If they could provide enough money for business support, food and also money for upkeep.”

- Male, Burundi



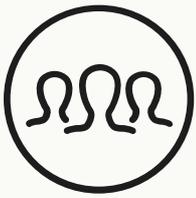
# 04 :

## Refugee-Centeredness Concepts

This section captures clients' experiences, satisfaction and perceptions of how refugee-centered RefugePoint's programs and interactions are – that is, the extent to which refugees feel heard, respected, and included in decisions affecting their lives.

The key themes in this section are:

- **Participation & Engagement**
- **Refugee Leadership**
- **Communication & Feedback Mechanisms**
- **Collaboration & Partnerships**
- **Safeguarding & Protection**
- **Trauma-informed Services**



# I: Participation & Engagement

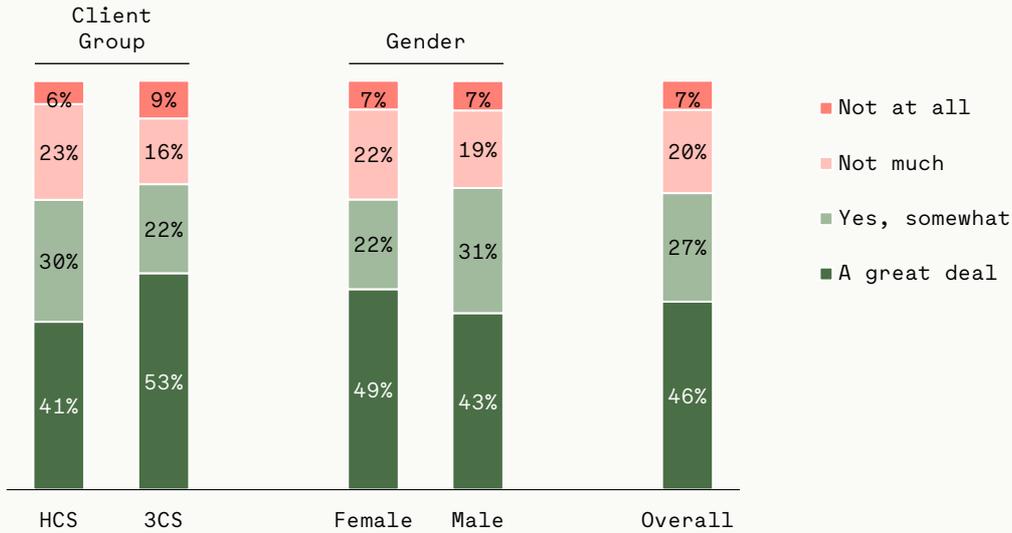
The extent to which refugees are involved in decision-making, identifying needs, and shaping programs

Refugee-Centeredness

# Nearly three-quarters of clients report at least some involvement in service decisions

## Level of Involvement over Service Decisions

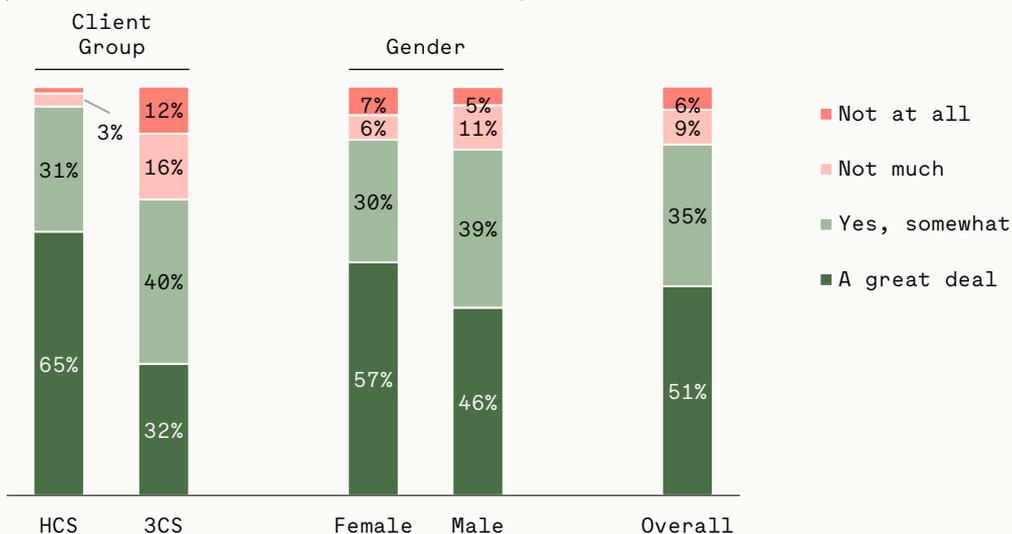
Q: To what extent do you feel you can participate in decisions about the services you receive from RefugePoint?  
 (n = 211 | HCS = 124, 3CS = 87 | Female = 100, Male = 111)

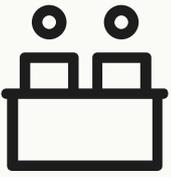


# Service convenience is strong overall, though lower among 3CS clients

## Convenience of Services

Q: To what extent do you feel RefugePoint services are available at a time and place that is convenient for you?  
 (n = 211 | HCS = 124, 3CS = 87 | Female = 100, Male = 111)





## II: Refugee Leadership

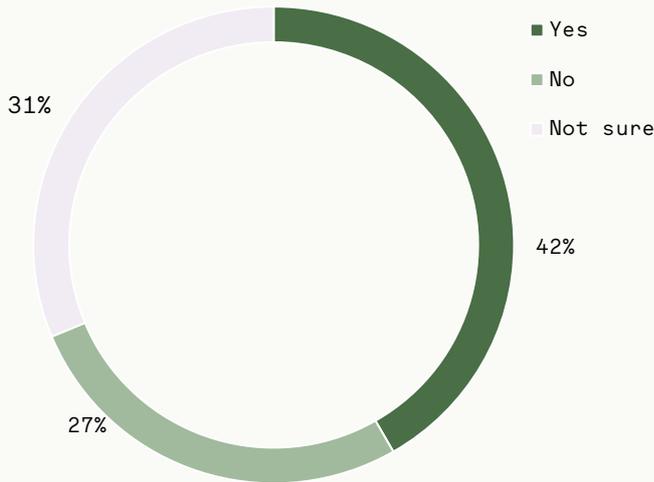
The extent to which refugees hold leadership roles, influence decisions, and help implement programs

Refugee-Centeredness

# Less than half of clients feel leadership training support is sufficient

## Leadership Training

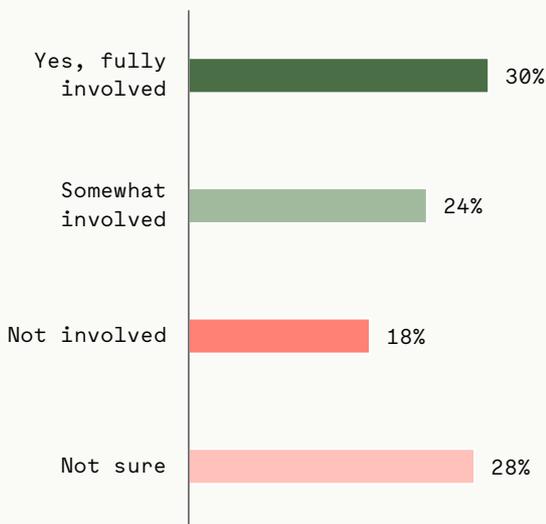
Q: Do you feel that RefugePoint provides enough support or training for refugees to take on leadership roles within the community and in organizations that support refugees? (n = 211)



# 54% report some level of refugee involvement in leadership, though 28% are unsure

## Refugee Involvement in Leadership Roles

Q: Do you feel that refugees are involved in leadership roles within RefugePoint programs? (n = 211)



### What would it take for refugee leadership to feel intentional rather than incidental?

With fewer than half of clients seeing leadership training as sufficient, there is an opportunity to clarify and strengthen how refugees are prepared, supported, and recognized as leaders.

Where in the program lifecycle could refugee leadership be made more explicit – design, delivery, or feedback?

 Refugee-Centeredness

## Across responses, clients emphasized leadership as a practical skillset, rooted in lived experience, strengthened through mentorship, informed by rights awareness, and essential for maintaining peace

### Leadership Training Support

Q: What type of support or training would be most helpful to empower refugees to take on leadership roles? (n = 211)  
Open-ended question, responses coded by 60dB

# 23%

(23% of all respondents)

emphasize the need for **community leadership training**

“Help in more community training. We feel we should be given more training as community leaders, since we refugees know the struggles and challenges we have faced all along and understand what other refugees might feel uncomfortable to share.”

- Male, DRC

# 11%

(11% of all respondents)

highlight **mentorship and peer support**

“Leadership and communication skills training to help refugees speak confidently, lead discussions, and represent their communities effectively. Mentorship programs, where experienced leaders guide and support refugees who want to take on leadership roles.”

- Female, Ethiopia

# 10%

(10% of all respondents)

call for **training in civic education and rights awareness**

“We would love to have more training on civic education so that we can know our rights and be able to represent refugees’ challenges better.”

- Female, DRC

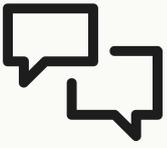
# 9%

(9% of all respondents)

point to **conflict resolution and peacebuilding skills**

“Teach us how to solve problems peacefully. In our community, people often disagree or fight, so we want to learn how to calm situations, talk to both sides, and help families or groups settle their issues without violence.”

- Female, Ethiopia



# III: Communication & Feedback Mechanisms

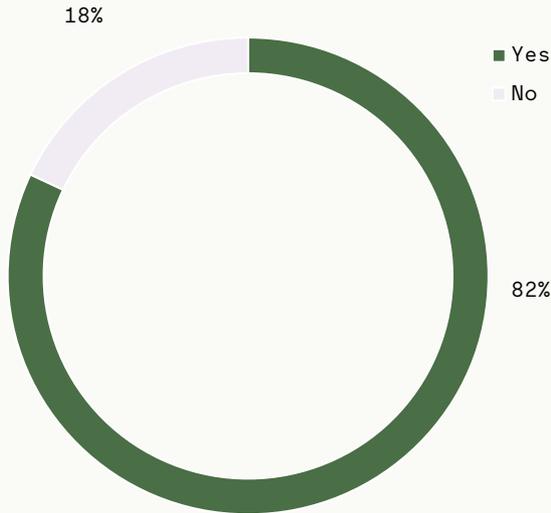
Access to information, ability to give feedback safely,  
feeling heard, and seeing changes based on  
feedback

Refugee-Centeredness

## Most clients are aware of feedback mechanisms and find service information easy to access

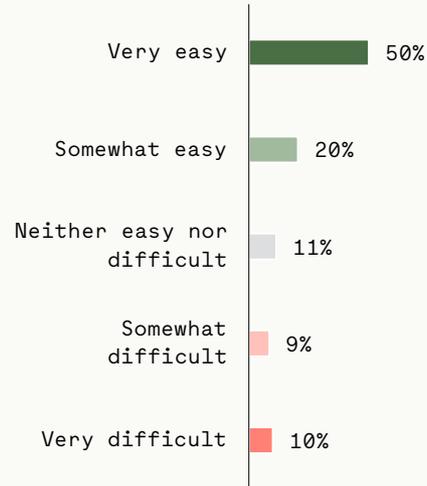
### Awareness of Feedback Mechanisms

Q: Are you aware of the ways you can provide feedback to RefugePoint about their services? (n = 211)



### Ease of Accessing Information on Services

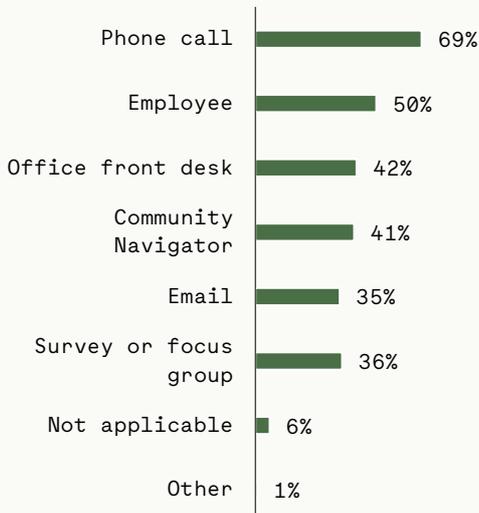
Q: How easy or difficult is it to get information about the services offered by RefugePoint? (n = 211)



## Clients feel highly comfortable sharing feedback, using multiple direct channels

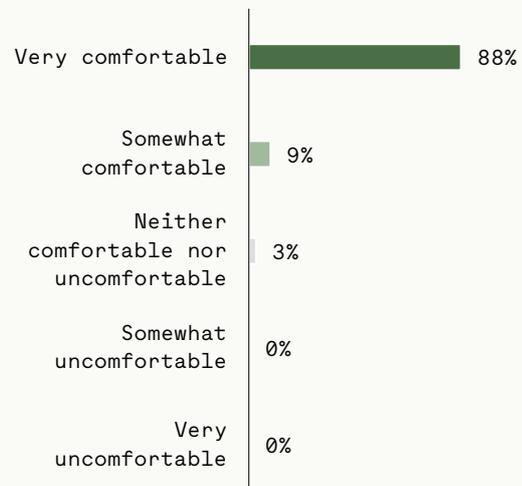
### Feedback Pathways

Q: Which of the following ways have you used to share feedback with RefugePoint? (n = 173)



### Level of Comfort Providing Feedback

Q: How comfortable do you feel using these feedback mechanisms to share your thoughts or concerns? (n = 173)

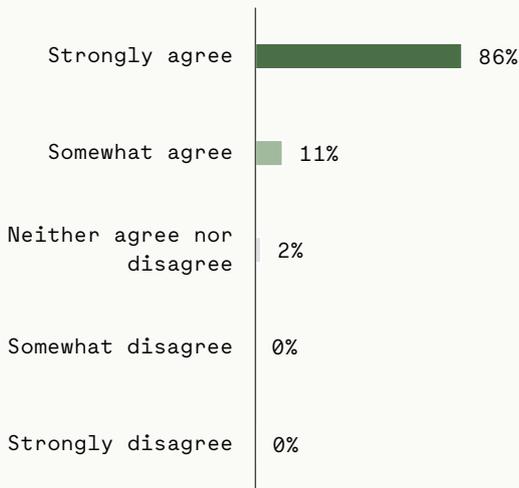


Refugee-Centeredness

# Clients feel comfortable sharing feedback and believe RefugePoint takes it seriously, showing confidence in RefugePoint’s feedback culture and responsiveness

## Agreement Comfort Reporting Feedback

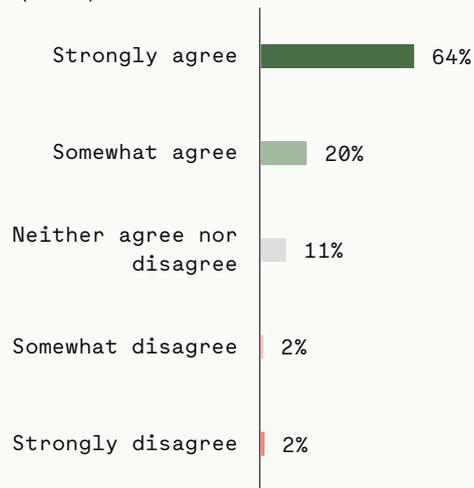
Q: To what extent do you agree or disagree with the following statement? I can be fully open and honest when sharing feedback with RefugePoint. (n = 211)



HCS clients are more likely than 3CS clients to say they 'strongly agree' (92% vs 77%).

## Agreement RefugePoint’s Feedback Response

Q: To what extent do you agree or disagree with the following statement? RefugePoint takes my feedback seriously and acts upon it. (n = 211)

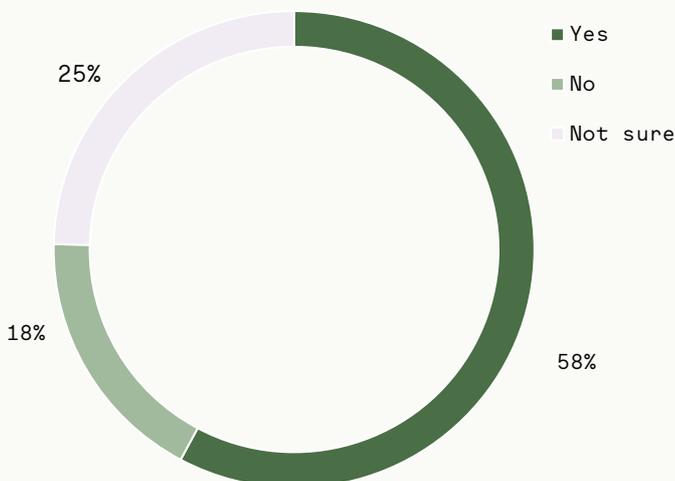


HCS clients are more likely than 3CS clients to say they 'strongly agree' (73% vs 52%).

# Clients want feedback loops anchored in direct, simple communication (SMS, calls, in-person/community-based sharing)

## Agreement Feedback Related Communication

Q: Do you feel that RefugePoint has communicated any changes to services based on feedback received from clients like you? (n = 211)



## Suggestions for Easier Access to Information

Q: What could RefugePoint do to make it easier for you to get information about services offered by RefugePoint or to provide feedback to RefugePoint? (n = 211)

Open-ended question, responses coded by 60dB

**74%**  
talk about **simple, direct** communication via **SMS and phone calls**

**25%**  
call for **more in-person or community-based** information sharing

**20%**  
mention **digital platforms** as a secondary option, with WhatsApp far more commonly cited than email or social media



# IV: Collaboration & Partnerships

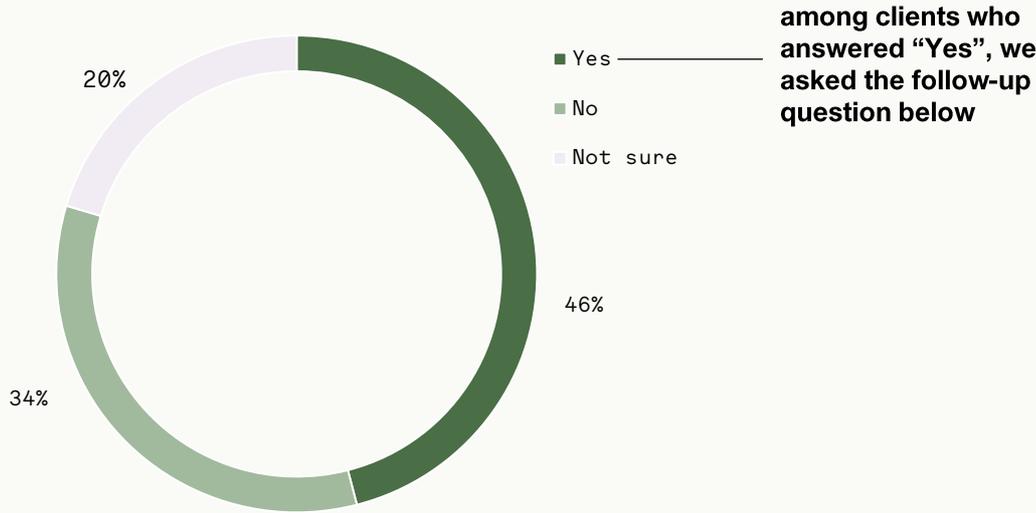
Working with refugee-led organizations (RLOs) and  
locally led groups

Refugee-Centeredness

## Awareness of RefugePoint’s collaboration with Refugee-Led Organizations is mixed

### Awareness of RefugePoint’s Efforts to Collaborate with RLOs

Q: Are you aware of RefugePoint's efforts to work alongside existing locally-led organizations that offer refugees support or services? (n = 211)

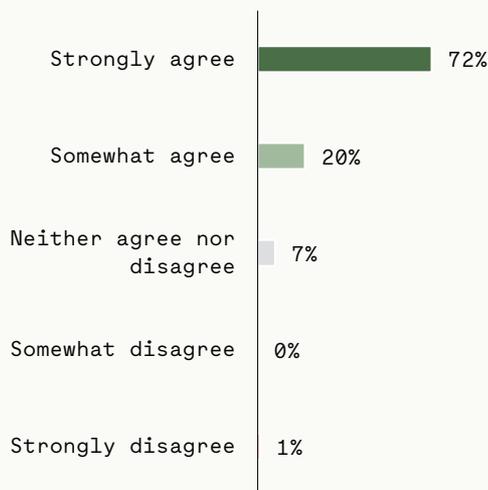


RLO = Refugee-led Organization

## There is strong agreement, however, that RefugePoint seeks to work with – not replace – refugee-led organizations

### Perceptions of RefugePoint’s intent to collaborate (not replace) RLOs

Q: To what extent do you agree or disagree with the statement: “RefugePoint wants to work with, and not replace, locally-led organizations” (n = 97)



#### Discussion Prompt: Perception vs. Awareness Gap

Strong belief in RefugePoint’s collaborative intent **contrasts with more limited awareness of how this collaboration happens in practice.**

How might RefugePoint make its collaboration with RLOs more visible to clients?



# V: Safeguarding & Protection

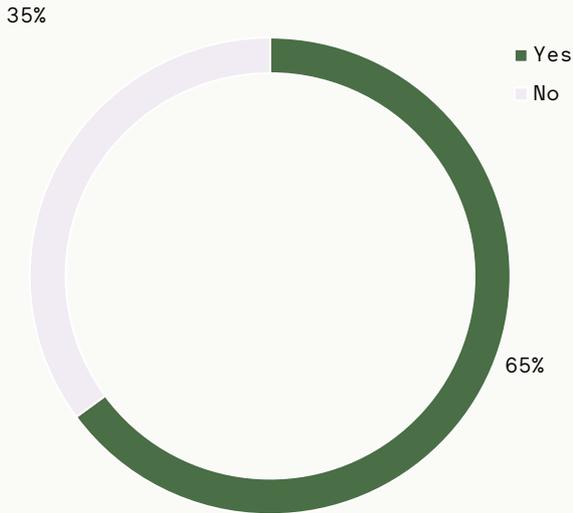
Feeling safe, respected, and protected in interactions with RefugePoint staff and in how client data is handled

Refugee-Centeredness

# Clients largely feel treated with dignity, though awareness of safeguarding policies is less universal

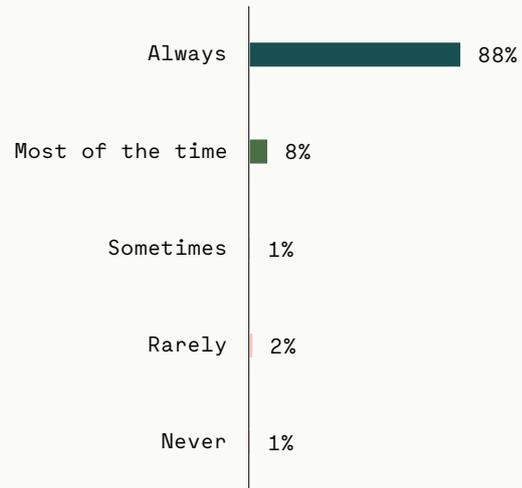
## Awareness of RefugePoint’s Safeguarding Policies

Q: Are you aware of RefugePoint’s safeguarding policies designed to protect clients like you? (n = 211)



## Respectful Treatment

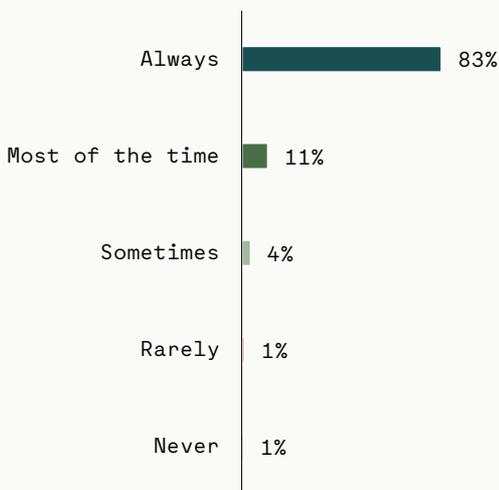
Q: During your interactions with the RefugePoint staff, how often do you feel treated with respect and dignity? Would you say: (n = 211)



# Most clients feel safe providing feedback to RefugePoint staff

## Safety Providing Feedback

Q: Do you feel safe when interacting with or providing feedback to RefugePoint staff? (n = 211)



### Discussion Prompt: Awareness vs. Lived Experience

While most clients feel respected and safe when interacting with staff, **fewer are aware of RefugePoint’s formal safeguarding policies.**

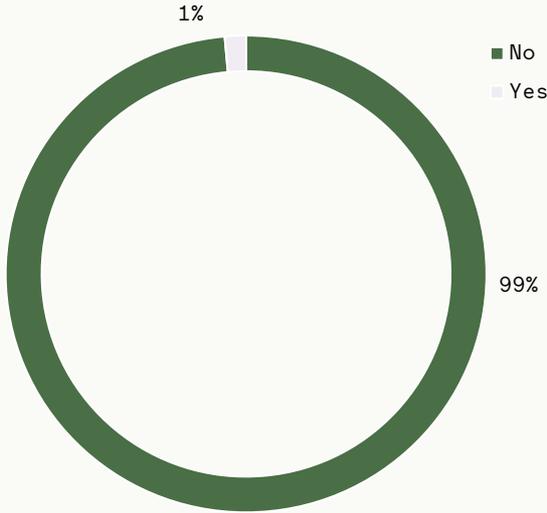
What additional steps could RefugePoint take to ensure all clients, not just those who need to use them, are aware of safeguarding and feedback pathways?

Refugee-Centeredness

## Very few clients (3 of 211 respondents) report personally experiencing disrespectful or unsafe behavior by staff

### Harassment Experiences – Self

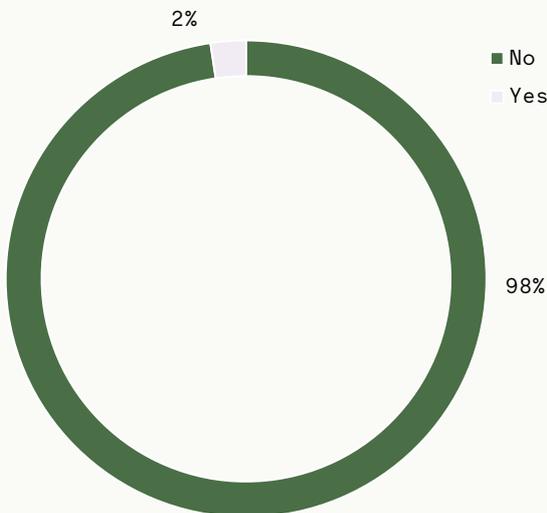
Q: During your interactions with RefugePoint staff, have you ever experienced or witnessed any behavior that you felt was disrespectful or made you feel unsafe? (n = 211)



## A small minority (5 of 211 respondents) report hearing about disrespectful or unsafe behavior affecting other refugees

### Harassment Experiences – Others

Q: Have you ever heard of anyone else experiencing behavior from RefugePoint staff that was disrespectful or made them feel unsafe? (n = 211)





# VI: Trauma-informed Services

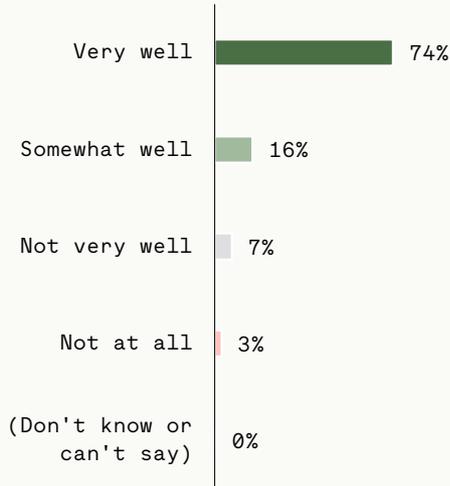
Whether RefugePoint services are sensitive to past trauma, mental health, and emotional wellbeing

Refugee-Centeredness

# Clients largely feel RefugePoint understands their trauma and delivers services with appropriate sensitivity

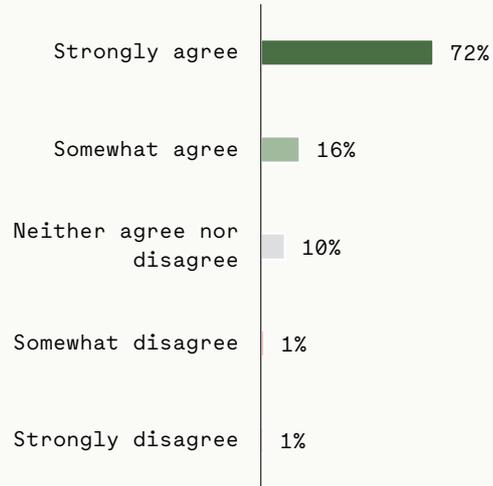
## Understanding Clients' Trauma Experiences

Q: How well do you feel RefugePoint understands the specific trauma experiences of refugees? (n = 211)



## Agreement Staff Sensitivity Training

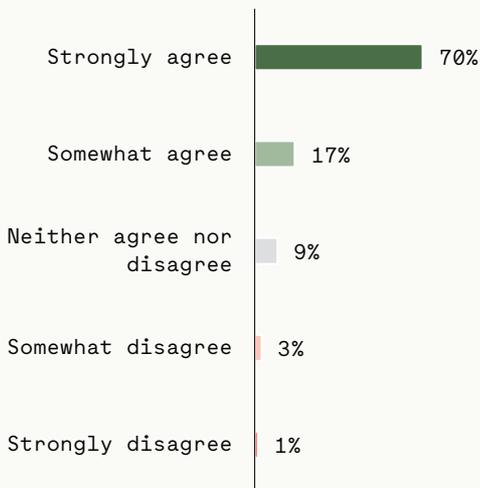
Q: To what extent do you agree or disagree with the following statement? "RefugePoint staff are trained to provide services that are sensitive to my past trauma and emotional needs." (n = 211)



# Most clients (87%) agree RefugePoint's services are designed with mental health and emotional well-being in mind

## Agreement Mental Health Design

Q: To what extent do you agree or disagree with the following statement? "RefugePoint's services are designed with your mental health and emotional well-being needs specifically in mind." (n = 211)



### Discussion Prompts

- What specific practices or interactions make clients feel understood and emotionally supported, and how can these be protected as programs scale?
- How can RefugePoint ensure trauma-informed approaches remain consistent across teams, programs, and points of contact?

 Refugee-Centeredness

## Clients overwhelmingly call for more available and ongoing counseling support, with follow-up and community-based care as key complements

### Mental Health Design Improvements

Q: What improvements, if any, could RefugePoint make to better respond to your mental health and emotional well-being needs when providing their services? (n = 211) Open-ended question, responses coded by 60dB

# 52%

(52% of all respondents)

talk about **more available and consistent counseling**

“Instead of making counselling a one-time thing, they should make us see counselors many times and anytime we need to see them.”

- Male, Ethiopia

# 26%

(26% of all respondents)

mention **follow-up and ongoing check-ins**

“Sometimes, interviews when you are seeking family reunification and all of your family are abroad are really stressful, especially not knowing your fate or if you will ever be with them. Having a RefugePoint worker call us the next day to see how we are doing makes a big difference.”

- Female, DRC

# 15%

(15% of all respondents)

highlight **community-based & peer support**

“Creating safe support groups for us—healing happens when we see our pain in others and encourage one another.”

- Male, Ethiopia

# 4%

(4% of all respondents)

mention **language-appropriate & culturally sensitive counseling**

“Having more counsellors who speak our language would be a great help, as speaking through a translator about your deepest pain is very difficult.”

- Female, DRC



# Appendix

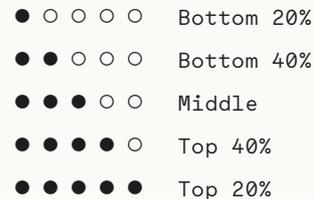
# RefugePoint Performance Snapshot

Performance Relative to Benchmark indicates where RefugePoint falls in the ranking relative to other organizations in Eastern Africa.

Performance vs 60dB Benchmark

## Benchmark Overview

Eastern Africa geographical focus  
 11 countries included  
 270 companies included  
 ~115,000 voices listened to



Indicator	Description	RefugePoint	60dB Eastern Africa Benchmark	60dB Top 20%	Performance Relative to Benchmark
<b>Profile &amp; Access</b>					
First Access	% accessing for the first time	83	73	87	● ● ● ● ○
Alternatives	% without access to good alternative	74	74	86	● ● ● ○ ○
<b>Impact</b>					
Quality of Life	% 'very much improved' quality of life	57*	46	65	● ● ● ● ○
<b>Satisfaction</b>					
Net Promoter Score	NPS, on a scale -100 to 100	46	46	65	● ● ● ○ ○

“

Now I have my own business, I can support my family, I have a shop, and I have my dignity back.

- Female, Somali

\* Note: Among clients who had already received services, 57% report a "very much improved" quality of life. Including clients still awaiting services lowers this figure to 46%, aligning with the 60 Decibels middle benchmark.

# Methodology

## About the 60 Decibels Methodology

Between November and December 2025, 60 Decibels' trained researchers conducted 211 phone interviews with a randomly selected sample of RefugePoint's clients. The interviewees were drawn from a total client base of 326 contacts in RefugePoint's database.

Here is the breakdown of how we collected this data:

Country	<b>Kenya</b>
Client Population	<b>326</b>
Interviews Completed	<b>211</b>
Response Rate	<b>70%</b>
Languages	<b>English, Swahili, Oromo</b>
Average Survey Length	<b>41 mins</b>
Confidence Level	<b>90%</b>
Margin of Error	<b>3%</b>

## Calculations and Definitions

For those who like to geek out, here's a summary of some of the calculations we used in this report.

### Metric

### Calculation

Net Promoter Score®

The Net Promoter Score (NPS) is a common gauge of client satisfaction and loyalty. It is measured by asking clients to rate their likelihood to recommend a product/service to a friend or family member on a scale of 0 to 10, where 0 is least likely and 10 is most likely. The NPS is the % of clients rating 9 or 10 out of 10 ('Promoters') minus the % of clients rating 0 to 6 out of 10 ('Detractors'). Those rating 7 or 8 are considered 'Passives'.

# Ideas for How to Use these Results

Here are ideas for ways to engage your team and use these results to fuel discussion and inform decisions.

## Review Your Results

- Review your results and qualitative client responses. There's a lot of interesting feedback in there!
- 

## Engage Your Team

- Send the report to your team & invite feedback, questions and ideas. Sometimes the best ideas come from unexpected places!
  - Set up a team meeting & discuss what's most important, celebrate the positives, and identify next steps.
- 

## Spread The Word

- Reach a wider audience on social media & show you're invested in your clients.
- 

## Close The Loop

- We recommend posting on social media/website/blasting an SMS saying a 'thank you to everyone who took part in the recent survey with our research partner 60 Decibels, your feedback is valued, and as a result, we'll be working on XYZ'
  - If you can, call back the clients with challenges and/or complaints to find out more and show you care.
  - After reading this report, don't forget to let us know what you thought [here](#)
- 

## Take Action!

- Collate ideas from team into an action plan including responsibilities and timelines.
- Keep us updated, we'd love to know what changes you make based on these insights.
- Set up the next Lean Data project – we recommend checking in again in 6 to 12 months.

## About 60 Decibels

60 Decibels is the world's leading client insights company for social impact. We bring speed and repeatability to social measurement, making it easy to listen directly to the people who matter most. Our network of 1,400+ researchers in 80+ countries gives you global reach. Couple this with standardized questions across thousands of projects and you get the largest data set of social performance benchmarks worldwide – with a focus on Financial Inclusion, Off-Grid Energy, and Agriculture value chains. These data help investors, funders, Fortune 500 companies, and NGOs understand their impact performance relative to their peers. Get in touch to find out more about our award-winning approach to impact measurement.

### Project Team

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[edgar@60decibels.com](mailto:edgar@60decibels.com)

## Thank You For Working With Us!

**Let's do it again sometime.**

We'd love to hear your feedback on working with 60dB; take 5 minutes to fill out our feedback survey [here!](#)

### Stay In Touch

Please sign up for [The Volume](#), our monthly collection of things worth reading.

## Acknowledgments

Thank you to Patrick Guyer and Clinton Odera for their support throughout the project.