

REFUGEE ENGAGEMENT FORUM (REF)

The 17th REF Meeting Report



REF Meeting from 18th – 20th April 2023
at Silver Springs Hotel - Bugolobi, Kampala, Uganda

Day 1: 18th April 2023

Session I title: Self-introduction and Opening remarks

Session time: 08:48am-10:00am

Session Objective: To bring the house to order and know each other.

Presenter name and organization: Ms. Milly Lagu-REF member.

The meeting was opened with a word of prayer led by a volunteer REF member (Margret, Women representative-Palabek Settlement). Thereafter, the participants introduced themselves by name, position, and settlement/organization.

Mr. Jerry Grants Anyoli - REF co-chair

- Welcomed all the participants for the meeting especially the new members who have just joined from South West. He spearheaded the introduction of all partners in the house (WFP, UNHCR, OPM, U-LEARN, NRC and GIZ) and Teddy from the CRRF Secretariat- OPM.
- Thanked the REF members Noela Kabale and Peter Gift for ably representing the REF Members at the CRRF Steering Group (SG) meeting.
- Jerry took the members through the agenda for all the 3 days explaining each in detail.

Request: One member requested that Africa Humanitarian Action (AHA) be included in the forthcoming REF

Session II title: Opening remarks from Mr. Zbigniew Paul DIME, UNHCR

Session time: 10:20-10:30 am

Session Objective: To officially welcome and open the meeting

Key points presented:

- Welcomed all the participants to the 17th REF meeting. Acknowledged and welcomed all the new members to the meeting.
- Called on all members to embrace the voluntary work for one day their fruits will yield.
- Informed the house that there will be delegates from Burundi who are coming to learn about the REF and how it works.
- Upcoming Global Refugee Forum (GRF): Our work will showcase and actively take part in organizing this important activity, especially in the coming months, strategic planning, thematic areas and the pledges.
- The session is not different from the usual, he mentioned, but rather urged members to make it interactive, as he wants to do a lot of listening in this meeting. He is counting on everyone to actively participate in representing the refugees in all the settlements. This is an opportunity for us to reflect, raise hot topics, agree and disagree but the benefit is of a good cause.
- UNHCR officially opened the meeting and wished everyone a deliberate fruitful discussion. He officially welcomed Peggy from OPM – DOR to give her opening remarks.

Opening remarks from Peggy Ayesiga- OPM

- Congratulated all the new members for having been elected. REF Is a very serious strategy for both the leaders and the people they are representing.
- "Refugee welfare councils are one of the platforms that the government values dearly."
- Encouraged everyone to seek support from the REF Taskforce in case he or she needs support.
- Thanked and welcomed everyone on board.

Session III title: Action points from the 16th REF Meeting

Session time: 10:30am-11:15am

Session Objective: To review progress against action points from the 17th REF Meetings held at Silver Springs in December 2022.

Presenter name and organization: Brian- ULEARN

Action points from the 16th REF Meeting.

NO	Action Point	Responsibility	Progress /Update.
16th REF Meeting			
1	Work with community members to come up with positive coping mechanisms to the food ration cuts, and become self-reliant	REF members	Community sensitization has been done by the REF members on food ration cuts and refugees were advised to be engaged in livelihood activities to support a number of people. Peaceful coexistence meetings to support refugees to get some piece of land from landlords, OPM had a meeting with RWCs and partner organizations- small plots are to be given to groups including vegetable and other assorted seeds.
2	Advocate for Master Card Foundation to give special consideration to refugee students who complete A-level from the settlement schools.	UNHCR and REF Master Card representative	-Mastercard has extended scholarships to refugees, adverts are not yet out but if they come, Maarifa Junior will share with others. There is another opportunity for undergraduate and master's level. All members should pass on information in case they get any information. YIDA collaborates with Mastercard Foundation in Kyaka II. Maarifa to follow up on the IEC Materials.
3	Master card to disseminate information on the scholarship opportunities at the settlement level	REF Master Card representative	Maarifa to follow up
4	UNHCR to support the Global fund CCM to streamline their activities in relation to the involvement of the refugees,	UNHCR	Updates are needed from UNHCR
5	REF members to plan and conduct community feedback meetings immediately on returning from the REF meeting,	REF members with support from the REF TF	-In Kampala , Feedback sessions did not take place. Consultations are not done in urban areas, therefore the REF members want to know which partner supports these meeting in Kampala -REF Task force co-chair will give feedback. -REF members encouraged to always utilize the village meetings to collect feedback and ably represent all refugees.

			<p>-We need to start thinking about the sustainable way of having meetings even if transport refund is not availed.</p> <p>- Utilize village and zone meetings to get feedback before looking to cover a wider area?</p> <p>-Kampala REF members advised to look for the partners responsible but also use the existing platforms. REF Members to utilize the committee they have to disseminate the information up to the bottom level.</p>
6	<p>CRRF secretariat to support the REF representatives at the Steering Group Meeting (Noella & Gift) to provide updates on the pledges made during the 2019 GRF on planting trees. The REF members to work with the REF SG rep to generate data related to implementation of the pledges in their various settlements.</p>	<p>REF rep to the SG with support from the CRRF Secretariat.</p>	<p><u>Done</u></p>
7	<p>OPM and UNHCR to support and establish a clear reporting line for the RWCs taking into consideration</p>	<p>OPM and UNHCR</p>	<p>Prior communication to OPM</p> <p>UNHCR and partners to observe communication channels and levels.</p> <p>Explore exchange visits to settlements that are doing well and learn from each other.</p>

	all the levels of the RWCs		
8	REF members to actively support in identifying community members with MHPSS issues and link them to MHPSS service providers for further management.	REF members with support from the MHPSS service providers	No feedback
9	REF members to conduct community dialogues and awareness meetings on suicide preventions at settlement level.	REF members	No Feedback
10	REF members to encourage each HH in the settlement to grow at least five (5) trees.	REF members	This was done during community meetings.
11	OPM to give clearance for the registration of the unregistered PoCs in various settlements to address the backlog of unregistered PoCs.	OPM with support from UNHCR	No feedback
12	OPM to fasten the issuing of refugee documents (attestation documents & refugee identity cards).	OPM with support from UNHCR	No feedback
13	Refugee representatives from Uganda be included in the Ugandan delegation to Geneva for the 2023 Global Refugees Forum (GRF).	CRRF SG	confirmed

Session IV title: Action points and key decisions from previous CRRF SG meeting

Session time: 11:20am-11:40am

Session Objective: To review progress against action points from the 18th CRRF SG meeting convened on the 13th December 2022 at Sheraton Hotel

Presenter name and organization: Ms. Teddy Inera- CRRF Secretariat

-Advised RCWs to always attend the WFP sensitization meetings and trickle down the information to the refugees.

-Representative to the SG; The timeline for WFP should be very clear whether it is May or July. Other sustainable options should also be explored for example access to land

-Advised RWCs to be positive with the forthcoming WFP new policy.

Key points presented:

Key points presented:

DRAFT DECISIONS /RECOMMENDATIONS OF THE 18TH STEERING GROUP MEETING CONVENED ON 13TH DECEMBER 2022 AT SHERATON HOTEL

SN	Decisions	Progress To date
01	AGENDA: ADOPTION OF DOCUMENTS	
	The CRRF Secretariat was asked to develop a matrix of all previous SG decisions, with status of Implementation updates to the Steering Group until finalization.	Draft developed
	Regarding the 2023 CRRF Annual Work plan , the CRRF Secretariat was asked to present their 2023 work plan ahead of the 19 th Steering Group to ensure appropriate consideration and endorsement at the meeting	Draft in completion.
02	AGENDA: INTERNATIONAL RESPONSIBILITY SHARING AND SUSTAINABLE SOLUTIONS	
	Prioritization of General Food and Cash Assistance for Refugees in Uganda The OPM/WFP model was adopted by the Steering Group meeting with a call of action on the following. <ul style="list-style-type: none">Increased engagement with stakeholders on the technical details to collectively manage potential risks and to ensure full community-based consultations, beneficiary, sensitization, and greater communication and visibility for uniform voice to avert negative sentiments	Update Required jointly from WFP and DOR <ul style="list-style-type: none">Already regional consultative meetings with the participation of refugee leaders, OPM, the district political and technical leadership hosting refugees were conducted in February at regional level in Fort portal, Mbarara, Gulu and Arua.Also technical meetings have been ongoing between OPM/UNHCR/WFP at Kampala level on this graduation model especially

	<ul style="list-style-type: none"> • Call for comprehensive assessment of the POCs so that the WFP food assistance model yields the intended expectations. • For WFP to maintain the Food and cash mix approach even under the new model 	<p>to refine the three approaches identified for prioritization i.e. the Highly Vulnerable, Moderately Vulnerable and least Vulnerable</p> <ul style="list-style-type: none"> • Sensitizations to refugees have been done and continuous sensitization is still on going in all the refugee settlements • This model /approach is meant to kick-start in July distribution cycle as communicated by WFP globally.
	<p>Regarding the successful preparation and participation of Uganda in a co-convenorship capacity at the 2023 GRF, OPM was asked to expedite the development of a comprehensive roadmap, including matching of pledges with other co-convenor countries, work towards showcasing the complementarity between Humanitarian and Development funding, greater stakeholder consultations, visibility and communication, involvement of Refugee and host community representatives, and that the DEF and REF innovations being part of the innovations to showcase at the GRF</p>	<ul style="list-style-type: none"> • Participation of H. E The President at GRF confirmed • GRF Taskforce established and sat 5 times • National Roadmap developed and disseminated. • Official launch of co-convenorship and Roadmap accomplished. • Geneva GRF Team hosted and guidance received • GRF Factsheet developed and disseminated. • Organization for Roundtables in progress • Regional Symposium planned in June 2023 • Comprehensive update to be presented in 19th SG
	<p>The CRRF Secretariat was asked to support Livelihoods partners to convene regular joint meetings for an integrated approach to enhance livelihoods and as well support the implementation of the JLIRSP</p>	<p>Work in progress, Livelihoods Seconded deployed by WFP at CRRF Secretariat</p>
	<ul style="list-style-type: none"> • Reiterated their earlier request in the 17th SG Meeting, for the circulation of the draft STA2 and that further consultations be held before it is finalized. • Re-echoed the importance of developing consistent and coherent sets of refugee and host community policy and planning documents to guide partner support, 	<p>Update Required</p> <ul style="list-style-type: none"> • Sharing the STA was done and its due for launching any time • All plans should be aligned to government STA • CRRF was aligned to STA within the CRRF Frame work • STA remains implemented through the national structures but also in recognition of the operation structure inclusive of CRRF

	<ul style="list-style-type: none"> • Requested that the draft STA2 be aligned closely with the CRRF and its existing sector response plans and, • That the STA2 proposals should not change the existing mode of anchoring of the CRRF Secretariat and other national arrangements within OPM 	
03	AGENDA : STRENGTHENING THE HUMANITARIAN DEVELOPMENT PEACE NEXUS	
	<p>On taking forward the national Transitional Framework on partner facilities, MOFPED and CRRF Secretariat were asked,</p> <ul style="list-style-type: none"> • To fast-track the process with a clear roadmap to track progress made, • To constitute a working group to finalize the ToRs for the consultancy, • Procure a consultant to take on the task 	<ul style="list-style-type: none"> • Consultative meeting Held in November 2022 and draft terms for consultancy developed • Draft TORs to be reviewed by Intersectoral meeting • GIZ ready to finance consultancy • Transition identified as thematic area for GRF roundtable and will be supported by consultancy findings

**Session V: Uganda's Readiness for the 2nd Global Refugee Forum (GRF)-
December 2023**

Session time: 11:45 am-1:02 pm

Presenter name and organization: Vivian

Key points presented:

GRF

- GRF will take place in Uganda and involve multiple stakeholders in the refugee response, including new partners. The 1st GRF took place in 2019 and the second one will take place in December this year.

PROPOSED THEME AND THEMATIC AREAS

PROPOSED THEME

**UGANDA, THE WORLD'S
MODEL FOR THE
REFUGEE RESPONSE –
LET'S MAKE IT
SUSTAINABLE**

THEMATIC AREAS



INCREASING RESILIENCE AND SELF-RELIANCE



ENGAGEMENT AROUND CLIMATE ACTION AND ENERGY



**SHARING RATHER THAN SHIFTING BURDENS: MOVING
FROM HUMANITARIAN-FINANCED PARALLEL SYSTEMS
TO GOVERNMENT PLANNING**



**DURABLE SOLUTIONS, A KEY PILLAR BUT UNMATCHED
ATTENTION IN UGANDA REFUGEE RESPONSE**



**LOCALIZING THE REFUGEE RESPONSE: STRENGTHENING THE ROLE
AND IMPACT OF NATIONAL RESPONDERS**

UGANDA ROAD MAP 2023

KEY ACTIVITIES AND EVENTS	TIMELINE	LEAD AGENCY
GRF Task Force established	January 2023	OPM
GRF Co-Convenorship launched	28 February 2023	TF
Roadmap for Co-Convenorship updated	March 2023 (ongoing)	CRRF/DOR/US/DR DIP
Meeting with sector leads	21 March 2023	TF
Extended Inter Sector Dialogue to prepare for roundtables	3-4 April 2023	TF / MDAs
Roundtables	May – October 2023	MDAs
Pre-GRF Conference	End October	CRRF/DOR
Logistical and coordination Readiness to the GRF	November 2023	TF
Pre-departure in country Meetings	1 st Week of December 2023	Ministers/TF

UGANDA ROAD MAP 2023

ROUNDTABLE	TIMELINE	LEAD AGENCY	CRRF SUPPORT
Livelihoods	16 May 2023	MoGLSD	Godfrey / Insa
Environment	31 May 2023	MWE (MEMD)	Elise
Durable Solutions (within framework of Ministerial Conference)	June 2023	OPM	Teddy
Localization	9 August 2023	MoLG	Vivian / Insa
Transition	21 March 2023	MoFPED	Solomon

SUGGESTED KEY ISSUE FOR ROUNDTABLES

INCREASING RESILIENCE AND SELF-RELIANCE



- Presentation on the status of livelihoods for Refugees and host community population
- Constraints limiting livelihoods and employment and prevailing opportunities for the enhancement of Livelihoods
- Proposed Interventions that can be undertaken to enhance livelihoods.
- Draft strategic proposals of asks to the GRF on enhancing livelihoods, that support the JLIRSP

SUGGESTED KEY ISSUE FOR ROUNDTABLES

ENGAGEMENT AROUND CLIMATE ACTION AND ENERGY



- Status of climate change and environment degradation in Refugee Hosting Districts presented
- Extent of Environment degradation costed in monetary terms
- Progress on implementation of 2019 pledges towards climate change and environmental degradation
- The extent to which the Water and Environment Response Plan actions have mitigated environmental degradation
- The extent to which the Sustainable Energy Response Plan is expected to alleviate the challenge of deforestation
- Current opportunities to turn around the status
- Proposed strategic interventions for the GRF

SUGGESTED KEY ISSUE FOR ROUNDTABLES

LOCALIZING THE REFUGEE RESPONSE



- Localisation agenda defined and justification for building local responders capacity clarified
- Overview of local actors in refugee response
- Progress on 2019 pledges on localisation reviewed
- Roundtable should serve as last consultation for localisation implementation plan
- Review constraints to enhance the localisation agenda discussed
- Proposed asks for Uganda to the GRF – should also be part of localisation implementation plan to be endorsed by the CRRF SG

SUGGESTED KEY ISSUE FOR ROUNDTABLES

DURABLE SOLUTIONS



- Defining the components of durable solutions in refugee response
- Statistics regarding trend of resettlement by 3rd country since 2017 quantified as a rate against the rate of influx.
- Review the rate of implementation of 2019 pledges around the Durable solutions
- Challenges and opportunities to resettlement and voluntary repatriation
- Key strategic asks for Uganda to enhance durable solutions

The 2019 GOU Pledges and Implementation status

- Uganda will maintain its progressive, open door refugee policy.
- Uganda pledged to include refugees' issues into national development plans and national statistical system Inclusion in previous censuses, 2023 census and NDP3.
- Promote access, quality and inclusiveness of the national education system for refugees and host communities.
- Promote access, quality and inclusiveness of the national health services for refugees and host communities.

- Promote inclusive and sustainable management of natural resources and ecosystems.
- Uganda pledged to ensure integrity of the Asylum system.
- Vivian advised the REF Members to use their offices as points of influence.

Session VI title: Presentation on food prioritization

Session time: 2:20 pm-4:50 pm

Session Objective: To orient the REF members on the food prioritization Agenda

Presenter name and organization: Mr. Mohammed Gimba, Joy and Caroline

Key Points presented

Gave an analogy of where there are only 2 bus tickets to take 5 people back to the settlements for important appointments. With different categories, disabled, lactating mothers, and elderly among others. The issues were guiding on prioritization. This is in terms of who needs more, and who cannot survive without.

Why prioritization

- Ensure that limited resources for humanitarian assistance go to those who need it most.

What has been done

- Geographical prioritization to group settlement by vulnerability levels- Nov 2021.
- Geographical prioritization and prioritizing by vulnerability in group 3 settlements only-Ratios levels based on household vulnerability in 3 settlements only - June-2022
- one prioritization model by vulnerability in all settlements. Food ratios are based on household vulnerability looking at the most vulnerable. Dec 2022

The prioritization will look at the most vulnerable, moderately vulnerable and least vulnerable, 15-25% of the population including new arrivals. The new arrivals will be receiving 3 months of assistance on 100% ratio. The next 3 months they will receive the highest ratio possible.

Category 2- the moderate vulnerable and this includes 75-80% of the refugee population. In this, refugees will work in coordination with the Livelihood partners.

Category 3- 10% of the refugee population. This will not receive the ratio at all they will completely be graduated to self-reliance. This is targeting households that have a high income, voluntary exit, households that receive significant assistance for self-reliance.

WFP Uganda Transition Model Components

Digital and Financial inclusion to enable beneficiaries to invest in their future and manage financial empowerment

Livelihoods promotion

Burundi delegation on mission in Uganda to learn about best practices around the CRRF/GCR:

From 17-22 April, a delegation of nine individuals from the Government of Burundi, together with the UNHCR Representative and colleagues from Burundi, were on a mission in Uganda. The objective of the mission was to acquire knowledge and best practices from the Government of Uganda on the management of refugees and their inclusion in line with the CRRF and GCR to enable Burundi to fulfill their pledges. The delegation visited urban refugee areas in Kampala, held meetings with OPM and CRRF actors, as well as met with refugee representatives to discuss their integration. The delegation will also attend the District Engagement Forum (DEF), Refugee Engagement Forum (REF), and CRRF Steering Group meeting.

Peggie Ayesiga (OPM) welcomed the delegation and everyone visiting. She briefly explained the REF as one of the government's key structures under the agenda 2030, leaving no one behind. It's under the CRRF which has many facets. In 2016 the government put in place mechanisms to ensure that they get feedback from the refugees and hence coming up with the RWC. This is to ensure feedback between the government, partners and refugees.

"We also use this forum for capacity building through training one another and it has emerged to be a powerful consultative meeting".

Q& A on WFP Presentation- Continuation

- WFP should do its independent verification of refugees.
It is the single household individual profile WFP can use currently, it is an expensive exercise, therefore prioritization is important to know who needs more.
- Which livelihoods is being brought because in some instance agriculture may not work?
These will crosscut in on-farm, off farm and non-farm activities.
- How can the community pressure about food cut ratios be minimized because the community has not yet conceptualized the prioritization agenda?
A lot of planning including communication campaign between different partners. The next phase will see settlement, zone and village meetings to sensitize the community about food cut ratios and the prioritization.
- Which mechanism is available to support the new arrivals after only 6 months? **100% of the first 3 months and the highest ratio of category 1 (60-70%) in the subsequent 3 months. After this, they will be categorized in either category 2 or 3.**
- There are people who have appealed since phase 1, but no response has been given. What is so different about the new appeal? **More effective appeal processes are already underway for the better. There are so many appeals from the south west and they are not going to be thrown away but rather investigated.**
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- Clarity on when people are going to stop receiving food and which percentage. **The prioritization starts in June 2023.**
- Language used should be soft not traumatizing.
- What plan does the government have for the leaders since they are likely to be graduated to self-reliance. **Community leaders are not categorized, no one knows which category they belong to until the IPE database confirms.**
- How will self-reliance be realized without enough land?

Session VII title: Developing Key Messages to the S. G

Session time: 4:56 pm-5:30 pm

Session Objective: To develop key messages for presentation at the SG

Presenter name and organization: Groups

KEY MESSAGES TOTHE SG

- Inclusion of refugees in the Parish Development Model
- Education sector
- Livelihood sector to increase resilience and self-reliance.
- Poor hygiene due to lack of water and the partners do not have enough budget.
- Youth engagement activities example; budget for youths' activities, employment through equal job opportunities.
- Empower community-based organizations because they have the capacity to support the refugees.
- The mode of remitting NSSF money to refugees in active formal employment should be reduced to the shorter period possible.
- Harmonization of CBO MOUs between the government and the CBOs. This should look at both registration requirements and operation. Some people use the influence/power they must suffocate other CBOs.
- Environment. Introduce tree planting supplemented with Cash for Work projects. (Creating groups in associations.)
- Resettlement. Increase in resettlement slots.
- involving RLO with a great focus on community members.
- Connecting CBO's to the donors.
- Bringing onboard representatives from their countries to support in mgt of the crisis.
- Block farming to boost production.

Day 2

Session I title: Presentation on REF Presenters Guide

Session time: 8:40am-9:30am

Session Objective: To orient the REF members on the REF presenter's Guide

Presenter name and organization: Mr. Okoropot Raphael- ULEARN

Key Points presented

2020-2021 ULEARN conducted the REF Good study, interest was on how the REF works, what are the good practices. This study came up with 28 deliverables to be implemented by the REF Task force. One of them was to come up with the REF Presenter's guide. It is a step-by-step guide on how community feedback and consultative meetings are conducted.

The presenter encouraged the new members to ensure that the guide becomes part of them so that they are well versed in formal way of how REF is and how it works.

He took the participants through the REF structure composition from the national level up to down -refugee community. (Community-Village/block- zone- Settlement and finally to the national level).

Took the participants through the practical ways of how to conduct the meetings. This was done in groups and they were grouped per region (What do we consider when organizing a community feedback meeting, the agenda and the background about REF).

Session II title: Presentation on Participatory Assessment 2022. A survey which was conducted in all the refugee settlements in Uganda.

Session time: 9:40am-10:25am

Session Objective: To update the REF members on the findings of the survey.

Presenter name and organization: REACH Impact Initiatives.

Presentation

Objective: To identify the protection risks and challenges that affected communities face when accessing basic services.

Findings

-57% of respondents reported that they or members of their household faced difficulties in accessing health services in the six months prior to data collection.

-Shelter, livelihoods support and health were reported to be the sector where respondents faced the most difficulties in accessing services.

-73% of respondents reported that they or members of their household faced difficulties with shelter construction and maintenance in the six months prior to data collection.

All questions after the discussion were directed to OPM and UNHCR and were responded to during OPM and UNHCR's turn.

Session III title: Presentation on the Refugee Investment Facility (RIF).

Session time: 10:29am-11:50am

Session Objective: To orient REF on IMPROVED solutions to displacement-affected communities

Presenter name and organization: DRC

Discussion: How do we invest in the economies to create more for the refugees and the hosting countries, make investments in businesses, employ refugees, provide accessible products and give lower to much lower loans on low interest if there is a guarantee to employ refugees. This is done to ensure that refugee voices are heard in which businesses, ideas can be implemented.

The Refugee Investment Facility (RIF) provides impact-linked loans to high-impact enterprises that generate tangible outcomes for refugees and host communities, offer technical assistance to companies to grow their impact in displacement-affected communities, and support learning and

evidence on the intersection between investment and refugee impact, using the networks of DRC and iGravity to work with a range of partners in this field.

ACTION: DRC should share with us a 1 pager basically explaining the Refugee Investment Facility.

Session IV title: FRRM – Feedback Mechanisms

Session time: 11:53am- 1:00PM

Session Objective: To sensitize the REF about FRRM especially the new members.

Presenter name and organization: Ms. Abigail and Galila – UNHCR

Key Points presented.

Why FRRM;

- To provide one simple feedback channel/mechanism.
- To provide a safe, confidential and accessible means through which POC can report misconduct including fraud, corruption, SEA.
- To enable UNHCR and partners to effectively manage feedback, queries and complaints and to provide timely responses to concerns.
- To amplify the voice of refugees and increase transparency and accountability within the refugee response.
- To provide UNHCR and partners with a strong evidence base on which to build and adapt programming according to the needs of the community
- To provide confidential, safe and accessible means through which POCs can report.
- Enable UNHCR and partners to effectively manage feedback collected.

Categories

Cat 1: General feedback where no response is required

Cat 2: Information request. Resolved directly by helpline agents using standard FAQs.

Cat 3: Request for support and assistance/referrals. Referrals are made to partners and UNHCR staff in the field for assistance.

Cat 4: Allegations related to fraud and corruption. Referral is triaged according to its nature and forwarded for investigation.

Cat 5: Sensitive life threatening / security-related reports (GBV, SEA, human trafficking, security issues). Referral is made and response timeframe is 24 hours.

West Nile has the lowest call ins and so the group discussions took place and below are the responses.

FEEDBACK TO REFLECTION QUESTIONS FROM THE 17 REF ON 19TH APRIL 2023

1. Why do we have low reporting rates from West Nile? What can be done to improve the reporting from West Nile?

- Juba Arabic asked is not very clear to all refugees/Language barrier ie other Bari language minorities for example Balanda.
- The IVR instructions are not very clear. Not well-versed in technology.
- No confidentiality (Ask a lot of questions are asked and cases are escalated back to the settlement)- Education on the helpline escalation function
- Retaliation by staff to the caller/Intimidation
- Delayed feedback, leads to no calling/Totally lack of feedback

- Distance from staff to get feedback
- Network issues
- No phones

b). Recommendations (? What can be done to improve the reporting from West Nile?)

- More phones
- Confidentiality and clear consent before case escalation
- The helpline should work 7 days a week
- High levels of illiteracy among women
- Give timely feedback and use the phones that the PoCs sent.
- Minority languages to be addressed with recruitment

2. What can be done to improve use of FRRM by our female POCs?

- No phones
- Network challenges example they climb trees or hills
- Instruction of IVR is hard for them to understand
- Lack of knowledge of the helpline
- Fear of the value of their concerns as a female refugee
- Family dynamics ie phones held by mostly husbands and sons who prefer to keep the
- More awareness of refugees and staff on the helpline
- Asking many questions eg gender and location and names, makes many hung p

3. What challenges do refugees encounter when using the helpline?

- Intimidation after calling the FRRM. Makes refugees uncomfortable to express issues
- Delayed feedback/Lack of effective follow-up.
- Less knowledge of phone usage. More training in using the number/following the prompts.
- Taking a long waiting on the call.
- Agents to listen and guide without being hostile.
- Asking many details

4. What can be done to improve the helpline?

- o Timely feedback
- o Thorough investigation of the issues escalated
- o Awareness creation
- o Use polite language by the helpline agents, protection desk staff, and staff in the offices. On giving feedback and receiving concerns from the refugees.
- o Add the pygmy language from PoCs in Kyangwali
- o Investigate and due diligence before acting or firing a refugee.

Presentation on the REF Presenters Guide-2:15pm- 2:45pm

South west

- Schedule the meeting
- Mobilization
- Venue

-Agenda (Opening prayer, self-introduction, welcome remark from REF, Open discussion, action points and the way forward then OPM gives a closing remark)

Group II – Northern Region

-Agenda (Prayer, self-introduction as a REF member, Communication the RWC 1, communication from the REF Member, detail about REF- what was discussed in Kampala to the community.

Group 3- West Nile

-Agree with partners supporting the feedback either NRC or U-LEARN, mobilize the participants putting emphasis on the representation from different people.

-Agenda

-If there is anyone new, ask them to introduce themselves.

Conclusions:

-Always take charge of the meetings

-Ensure that people are well mobilization and all categories are involved.

Session IV title: – Feedback to the Prioritization presentation

Session time: 2:45pm- 3:45PM

Session Objective: To respond to the previous unanswered questions

Presenter name and organization: Joyce, Carol and Nelson – WFP

- Information dissemination at the FDP from the REF meeting working with all partners to support in the sharing of the feedback.
- Starting prioritization is characterized with land rent-related costs rising.
- Animals destroying crops.
- Advocating for access to land for cultivation.

Nelson WFP.

-The lists for categories 1,2 and 3 are expected to be ready by the start of May. This will be communicated to every POC to know where they belong.

-New arrivals receive food after verification.

-Cost of Rent for land for cultivation. This can be well addressed by OPM when responding to land access related challenges.

-Sharing indicators that were considered for categorizing POCs. The brief that was provided in the presentation is deemed enough and the detailed indicators both protection and demographic indicators can't be shared in full detail.

-If you take 3 months without picking your ration you fall under category 3 directly and can only get back to your previous status through litigation.

-Specific support for women. The partner proposed the formation of a targeted livelihood strategy. This is to implement livelihood in a manner that supports the prioritization process.

REF member's Questions.

1. Will there be distribution in May or not?

For may all settlements will receive their usual ration. The prioritized ration will be starting in June.

2. If we assessed to see how much the incomes that can sustain a homestead.
Only 7 categories of businesses were considered that were reached at through community consultation process.
3. This is the 2nd time food is cut in Uganda but with the 1st time they provided land for cultivation but this time there is largely nothing to support teams.
4. Is the food basket in all East African countries the same, this can support in sensitization to those running to those countries?
The presenter cannot comment on the situation in other countries.
Category 3= 10%, Cat 2= 80% and Cat 1 = 10%. This is slightly manageable compared to the current burden.
5. The list will be released late and the POC will remain stranded with their complaints.
6. Food affects all sectors in the refugee response. Women and children are at a higher risk of starvation.
There are many countries that are implementing prioritization and Uganda just behind schedule in having this activated.
7. Whether POCs will get a chance to APPEAL the statuses that will be provided?
Appeals will be continuous and POCs will be free to appeal at any time.

OPM. Teddy

On the land question.

Having an open-door policy means that we are open to all new arrivals and as we receive them we keep allocating them a piece of land. This is the reason we are advocating for more livelihood interventions that can support livelihoods of communities.

The government land does not increase, with the increase in the populations. Let's be ambassadors in the communities and explain the inability by the government to provide additional land for cultivation.

For West Nile the situation is different with the land owned by the landlords.

Is it possible for someone to be transferred to another settlement with vast land?

There are conditions and criteria for transfer to another settlement and land is not one of them.

Election Guidelines. Julian UNHCR.

The leaders to the CRRF are changed after two years to open opportunity for all to represent.

The REF taskforce is chaired by OPM with members from UNHCR and NGOs supporting the REF. presided over by OPM or anyone assigned by the OPM.

Functions of the TF.

- Ensure regular free and fair elections.

- To determine and announce the REF representative election during the REF.
- To organize and supervise the election.
- To compile, maintain a register for voters at the REF.

Qualification.

1. Must be a member of the REF and present on the day of election.
2. The candidate must proficient in English.
3. Must not have served two terms as a representative at the CRRF.
4. An aspiring candidate shall not have served two full terms as REF representation to the CRRF SG.
5. An aspiring candidate shall have a minimum of 1 year on their term of office.

Campaigning.

During the REF meeting

Nomination.

- Nomination can be either self-appointment or by recommendation.

Response.

The representation here is for refugees but the guidelines seem to be divided along nationalities.

Might have an interest in nominating someone one but we are not aware of their status.

If a member sent a representative to attend on their behalf are they eligible to vote.

Those representing other members are not liable to voting.

Nominations were conducted with signed ballots distributed to all REF members,

Each person was requested to nominate two members.

No.	Name	Region	Tally
1	Peter Gift	WestNile	20
2	Milly Lagu	Northern	06
3	Nyabenda Alex	South West	02
4	Noella Kabale	Urban	13
5	Maarifa Junior	South West	06
6	Neema Bazungu	South West	04
7	Innocent Nionzima	South West	1
8	Aloyo Margret	Northern	1
9	Morgan Andrew	Northern	2

The guidance was that all nominees that have the highest tally of the vote will be the ones considered for participating in the election.

All candidates that tallied highest were requested to consent to the nomination who all accepted to run in the election with an exception of Alonyo Margret who sighted closeness to the end of her term of office.

DAY 3

Session I title: Review of the 2 days

Session time: 09:00am-10:04

Session Objective: To review the 2 days covered so far.

Presenter name and organization: Jerry- UNHCR

Key Points

- How to organize the feedback meetings and participants
- Learnt about the FRRM and the different calls made, and it is free of charge.
- Very few women from West Nile call through the FRRM and discussions were done to brainstorm the reason, and some were; language, few women own phones.
- RIF
- They have learnt the reasons as to why there is food rationing and why there is food reduction.
- Mores sensitization for women to use the help desk line.

NOTE: We need to revise/amend the REF election guidelines and membership.

Always utilize the distribution points to deliver the information.

How best can we map out the coordination meeting, report back what has been discussed and the feedback.

You can as well utilize the radio talk show so that. Use WFP Communication channels to continue sensitizing about REF.

Agreed to invite the OPM in the forthcoming REF Meetings.

Session II title: Global Refugee Forum

Session time: 10:05am-10:30am

Session Objective: To take the REF through the UN common pledge

Presenter name and organization: REKHA from the UN Resident Coordinator's Office (RC)

Key Points

-GRF happens every after 4 years

-Uganda was chosen as a co-convener this year because it has very good policies for refugees

-The GRF is an opportunity to highlight the achievements of the country, but also to remind donors and partners what support is still needed in the refugee response.

UN Common Pledge 2.0: Eleven UN Agencies in Uganda came together to make commitments around the UN Common Pledge 2.0 in the areas of: durable solutions, the Humanitarian-Development-Peace Nexus, localization and data analysis, and cross border collaboration. As part of the process, a High-Level Dialogue with key stakeholders was held on 13 April 2023, under the theme: *Refugees Inclusion in Uganda: From Responding to Crisis to Durable Solutions*. Participants included high-level government officials (Rt. Hon First Deputy Prime Minister and ministers), donors, INGOs, NNGOs, CSOs, private sector, IGAD, UN

Colleagues from South Sudan, Burundi, UNDP and UNHCR's regional office, as well as UNCT Heads of Agencies. REF members were requested to provide their feedback on the commitments raised, and to propose additional areas for the UN to focus their efforts on.

FEEDBACK FROM THE SG MEETING PRESENTED BY PETER GIFT. 19th SG

- ❖ There was adoption in the house, there was a Burundi delegate and IGAD members and the focus was on GRF, UN common pledges.
- ❖ The minister advised the house to look for ways of making refugees better for Uganda to be the global role model.
- ❖ Appreciated the open-door policy, local government.
- ❖ The local government was charged with localization.
- ❖ Need for a rotational preparation of the REF and DEF to different regions.
- ❖ Local govt to work with OPM to improve refugee
- ❖ 2023 is the year for opportunity of peaceful coexistence.

The SG representatives did not make presentations because whatever they wanted to present was already in the Minister's speech.

Session III title: Global Refugee Forum

Session time: 11:57am-1:00pm

Session Objective: To take the REF through the GRF Overview and how to develop pledges.

Presenter name and organization: ERIKA- UNHCR

Key Points

-Stocktaking, pledging and learning.

-While over 1,600 pledges made in 2019, only 1,000 submitted updates. Only 1 in 4 pledges have been reported as being fulfilled

-Therefore, going forward, pledges need to be more specific to be held accountable

-Steps for Making new pledges:

-**SMART:** Specific, Measurable, Attainable, Realistic, Timebound

-**Additional** and not a re-submission of an existing initiative; could be a continuation but ideally novel;

-**Quantifiable and measurable** (timeline, beneficiary data, and relevant financials details);

-**Needs-driven** - developed based on an assessment of needs and aligned with the Situational Analysis from the planning exercise.

-**Pre-matched** in a manner whereby the pledge is concrete geographically, thematically, and in terms of stakeholder group, ideally matched financially, materially, or technically.

-Coordinated - Stronger efforts towards coordinated joint pledges
 -Look at the 5 thematic areas for the GRF.

-Anyone with successful stories, challenges or achievements regarding the 3 REF pledges from 2019 are encouraged to share.

NOTE: 1. Consult the communities about the GRF 5 Thematic areas by REF Members. Members to give feedback in the next REF.

Session IV title: Voting of CRRF representatives.

Session time: 2:10 pm - 4:00 Pm

Session Objective: To elect two REF representatives to the SG

Presenter name and organization: Julian, UNHCR

Talking points

- There seven members nominated, three females and 4 males.
- Each member was given 5 minutes to tell the members about themselves and what they plan to do.

S/no	Name	Nationality	Votes
1	Peter Gift	SSD	27
2	Nyabenda Alex	Burundian	01
3	Maarifa Junior	Congolese	06
4	Magongo Andrew	SSD	01
5	Noella Kabaale	Congolese	14
6	Milly Lagu	SSD	06
7	Neema Bazungu	Congolese	16

- Peter Gift and Neema Bazungu were declared the dully elected representatives.
- Noella Kabale and Junior Maarifa were dully declared alternates to the CRRF SG

Remarks from Peggy, OPM

- Congratulated the newly elected members to the CRRF SG
- Called upon the REF representatives to continue raising the voices of refugees during the CRRF SG meetings.
- Confirmed the elected representatives to the SG

Remarks from Jerry, UNHCR

- Emphasized that the REF structure was instituted to ensure the refugees are actively involved in influencing decisions that impact them, advised the leaders to always advocate for what can transform refugees.

Thanked the GIZ Team for the support rendered. Thanked UNHCR team. This was followed by the group photo and cake cutting.

The meeting was finally closed by Jerry