UNHCR The UN Refugee Agency | Peru

Evaluation of Protection Spaces

NOVEMBER 2025

During September 2025, UNHCR carried out a Post-Distribution Monitoring (PDM) exercise to assess users' satisfaction with the services provided by UNHCR and its partners at its Protection Spaces (EdP's)* in Metropolitan Lima. The PDM covered the three EdP's in Metropolitan Lima with the highest demand for services: Cercado de Lima (134 interviews), San Martín de Porres (176 interviews), and San Juan de Lurigancho (109 interviews).

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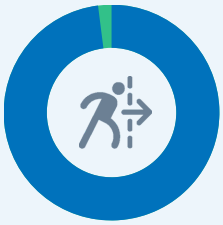
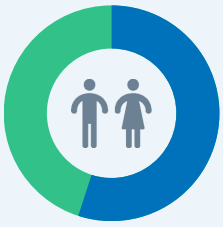
METHODOLOGICAL APPROACH

The PDM consisted of a structured questionnaire, which was administered via telephone between 17 and 20 September 2025, reaching 419 respondents out of the 3,511 people who used the spaces during August 2025.

POPULATION PROFILE OF RESPONDENTS



- **98%** of respondents are Venezuelan
- **2%** of respondents are Colombian



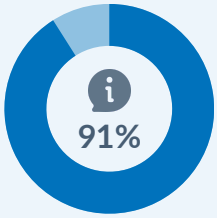
- **55%** of respondents are women
- **45%** of respondents are men

- **58.9%** hold a temporary residence document and/or are in the process of regularising their migratory status

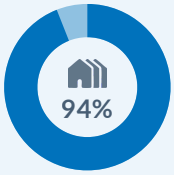
- **20.5%** live in San Martín de Porres
- **18.4%** live in San Juan de Lurigancho
- **9.1%** live in Los Olivos
- On average, respondents have been residing in Peru for **at least four years.**

KEY FIGURES

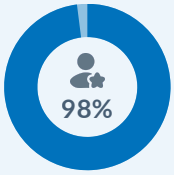
◀ All respondents (100%) stated that they were **received in a friendly and respectful manner** during their visit or scheduled appointment.



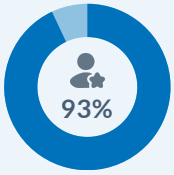
◀ **91%** indicated that at the time of reception and registration, **the purpose of the EdP's and the services available were clearly explained**. Meanwhile, **96%** reported being satisfied with the attention they received.



◀ **94% expressed satisfaction with the common areas** within the EdP's, including service rooms and children's play areas.



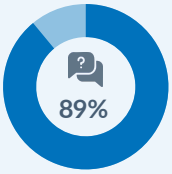
◀ For the services of the Special Commission for Refugees (CEPR), **98% of users reported that the information provided was clear and easy to understand.**



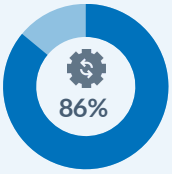
◀ **93%** gave a positive rating to the National Superintendence of Migration's (SNM) services.

*Protection Spaces (EdP's) are comprehensive centres operating under a "one-stop shop" model, providing refugees with access to essential services in a single location, such as legal orientation, primary health care, case management, economic inclusion, child protection, as well as procedures with the Special Commission for Refugees (CEPR) and the National Superintendence of Migration (SNM). Currently, the EdPs are located in the districts of Cercado de Lima, San Martín de Porres, San Juan de Lurigancho, Chorrillos, and Pueblo Libre.

More than 90% of those who received services in legal orientation, case management, health, livelihoods, or education **expressed satisfaction with the assistance provided**.



Legal orientation remains one of the most sought-after services, with **89% of users reporting that their questions were resolved after receiving guidance.**



Case management and accompaniment were among the most valued services, with **86% of assisted individuals identifying potential solutions and appropriate channels** for addressing their cases.

MAIN FINDINGS

Accessibility

In terms of accessibility, 51% of respondents reported that it takes up to 30 minutes to reach the nearest EdP from their homes, with one in five noting a travel time of 15 minutes or less. Public transport, such as *combis* or buses, was the most commonly used means of reaching the EdP's.

Awareness and Outreach

Over 45% of users reported discovering the EdP's through other users, relatives, or friends (word of mouth), 20% found out via social media, 12% were referred by institutions or organisations, and fewer than 5% learned about the EdP's through official channels or institutional platforms.

Services

When asked about the services they considered most necessary, 53.9% mentioned humanitarian assistance, 42% highlighted community-based activities, and 34% expressed a need for psychosocial and mental health support.

UNHCR thanks donor countries for their support to the office in Peru and to global programs with flexible funding

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