We.Link

UNHCR

Uliza - We Listen!

Interagency We.Link (formerly FRRM)

2025 Annual Newsletter

We.Link/FRRM engagement session at the Refugee Engagement Forum (REF) in Kampala in August 2025. Photo ©UNHCR/RMU

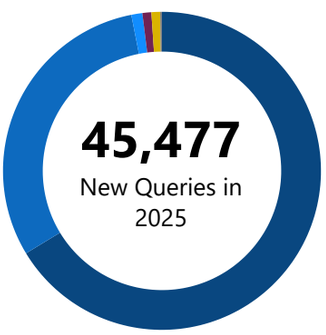
HELPLINE SUMMARY STATISTICS FOR 2025

290,777 Total calls were received

50.6% of callers in 2025 were **women and girls**

68.0% of the calls were resolved directly **by the helpline** (Category 0-2)

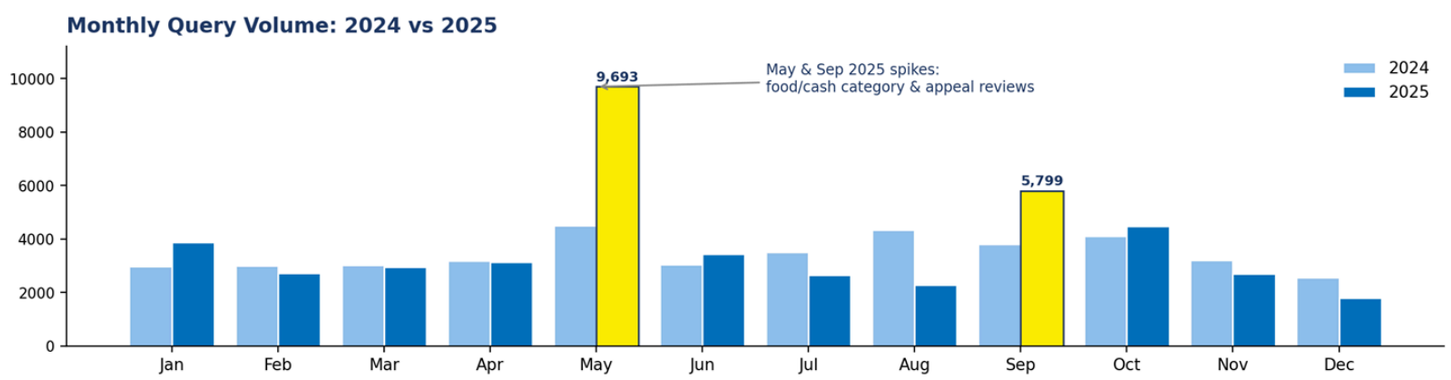
32.0% of the calls were referred to **UNHCR and partners** (Category 3-5)



Call Category	New queries	% of total queries	% change from previous year
0 Biodata updates	510	1.1%	↑ 62.94%
1 General and/or positive feedback (no response required)	403	0.9%	↑ 38.01%
2 Information request answered directly using standard FAQs	30,162	67.1%	↑ 30.18%
3 Request for support and assistance through a referral	13,908	30.9%	↓ -17.23%
4 Calls relating to allegations of fraud, corruption	412	0.9%	↓ -16.43%
5 Calls regarding serious life-threatening cases	82	0.2%	↓ -35.94%

The Interagency We.Link helpline recorded 45,477 new queries in 2025 — a 10.4% increase on 2024 (41,199).

PERFORMANCE VS 2024



Volume rose year-on-year with two pronounced peaks. The May 2025 peak (9,693) was driven overwhelmingly by food and cash category-review queries; the September 2025 peak (5,799) by appeal-feedback queries.

INDICATOR PERFORMANCE

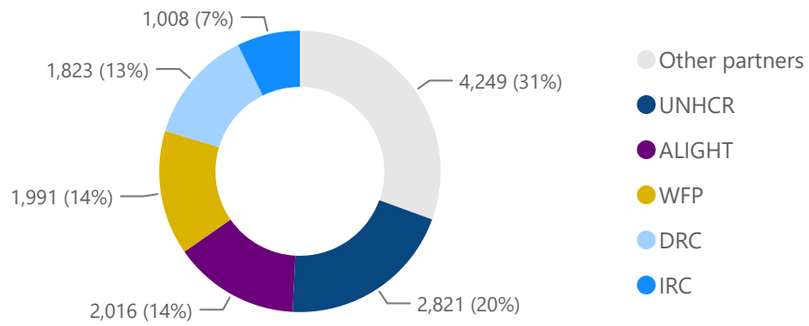
Indicator	2024	2025	Change	Verdict
Total queries recorded	41,199	45,476	+10.4%	▲ Higher reach
Resolved at helpline (Category 0–2)	57.7%	68.3%	+10.6 %	▲ Improved
Overall resolution rate	86.6%	85.6%	−1.0 %	= Stable
Category 3 closure rate	70.2%	59.6%	−10.6 %	▼ Worsened
Category 3 unopened rate	6.1%	11.4%	+5.3 %	▼ Worsened
Women & girls among callers	50.1%	50.6%	+0.5 %	= Stable

REFERRALS TO UNHCR AND PARTNERS IN 2025

13,908
Number of Category 3 referrals received

-17.2%
Decrease compared to 2024

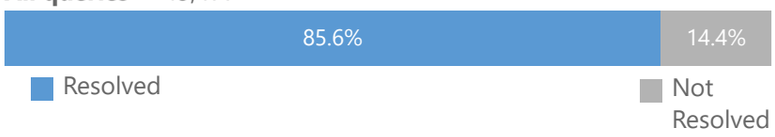
46
Number of agencies who received referrals



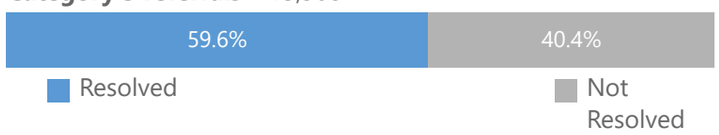
QUERIES BY STATUS

85.6%	69.1%	11.4%	9.4 days
Overall resolution (2025) remained stable	Resolved same-day	Remained unopened by partners (was 6.1% in 2024)	Mean time to resolve

All queries 45,477



Category 3 referrals 13,908



Category 3 Referrals 13,908

IDENTIFIED STRENGTHS, GAPS AND RECOMMENDATIONS

STRENGTHS

- Efficient helpline response: 99.5% of Category 2 (FAQ) queries were resolved the same day.
- Efficient overall response: across all categories, 69.1% closed same-day.
- Stable gender balance (50.6% women & girls).
- Reach grew 10.4% (41,199 → 45,476) while the share resolved at helpline level rose from 57.7% to 68.3%, reducing the referral burden on partners.
- Overall resolution rate high and stable (86.6% → 85.6%).

GAPS

- Category 3 closure rate dropped 10.6 pp (70.2% → 59.6%) although referrals to partners dropped −17.2%.
- Unopened referrals nearly doubled (6.1% → 11.4%).
- System gap: Every case marked "not resolved" should carry a tagged reason, yet 60.1% of unresolved Category 3 referrals have no recorded reason.
- The highest-priority caseload is the slowest-moving: urgent cases (98% Category 3) take 31.9 days on average and only 65.8% are closed. 50 emergency cases are weaker still (56.0% resolved, 53.7 days average).

KEY RECOMMENDATIONS

- **Consult and survey partners** — run a structured consultation and survey with referral partners and We.Link Focal Points to explore their feedback, challenges, recommendations, co-design improvements to the system.
- **Fix non-resolution tag** — without a mandatory reason at closure, it is impossible to distinguish cases that stalled on capacity, still pending, or were resolved offline but never updated, limiting both operational learning and accountability.
- **High-priority caseload** — urgent / emergency referral pathway needs strengthening.
- **Plan for AI/IVR triage** — Roughly 68% of queries are routine and FAQ-based, making them well-suited for AI/IVR automation. This would reduce agent workload and allow staff to concentrate on higher-complexity Category 3–5 cases.
- **Awareness in low-volume settlements** — confirm whether very low volumes (Lobule 143, Maaji II 104, Nyumanzi 87 and others below 100) reflect lower need or reduced helpline access.

RATIONALE FOR UNSRESOLVED CASES

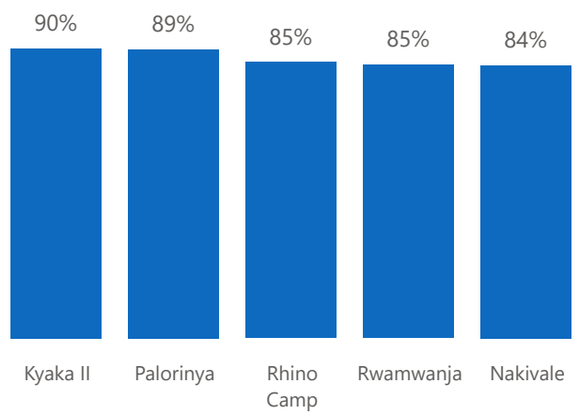
A case can lack a recorded resolution without meaning that nothing was done:

- **"Unopened" —** the referral reached the partner in the system but has not yet been opened/acknowledged. In 2025 this affected 1,580 Category 3 referrals (11.4%).
- **"Active / In progress" —** the partner is working on the case (or has finished it offline) but has not entered a system update or closure note.

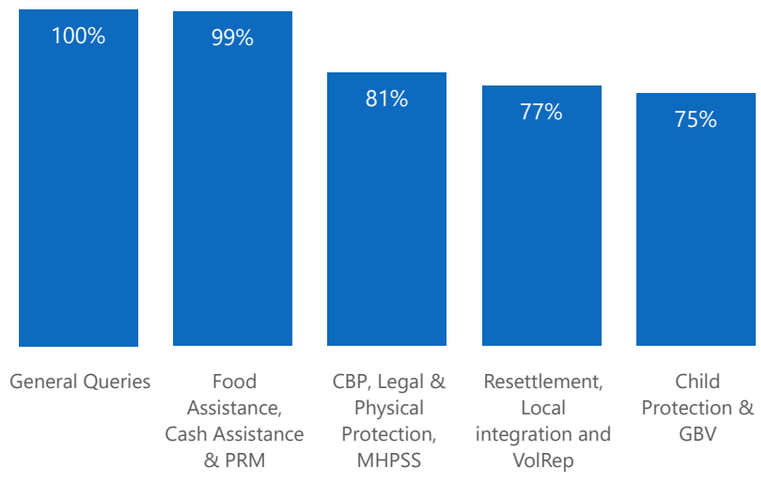
Of 6,556 unresolved cases, 5,614 are Category 3; of these 60.1% carry no recorded reason — a documentation gap that limits learning.

ANNUAL SPOTLIGHT

Top five settlements with highest percentage of closed referrals

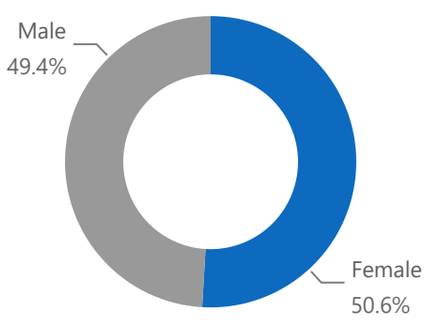


Top five sectors with highest percentage of closed referrals

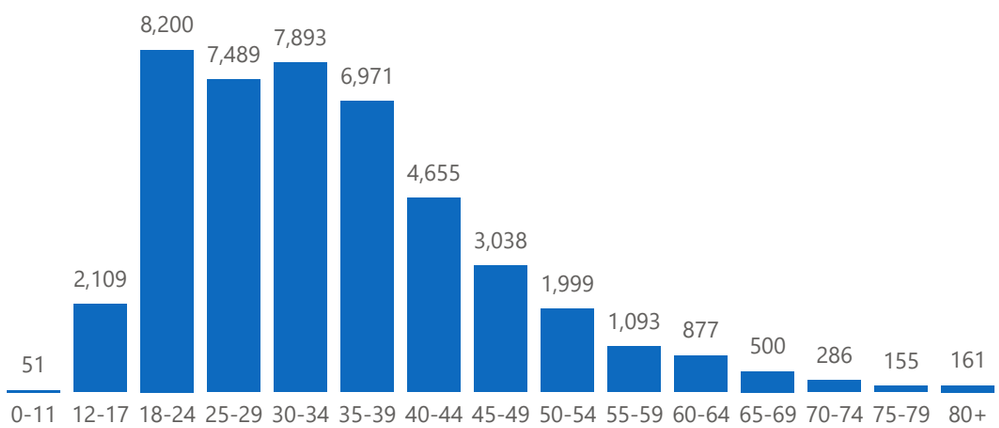


DEMOGRAPHICS

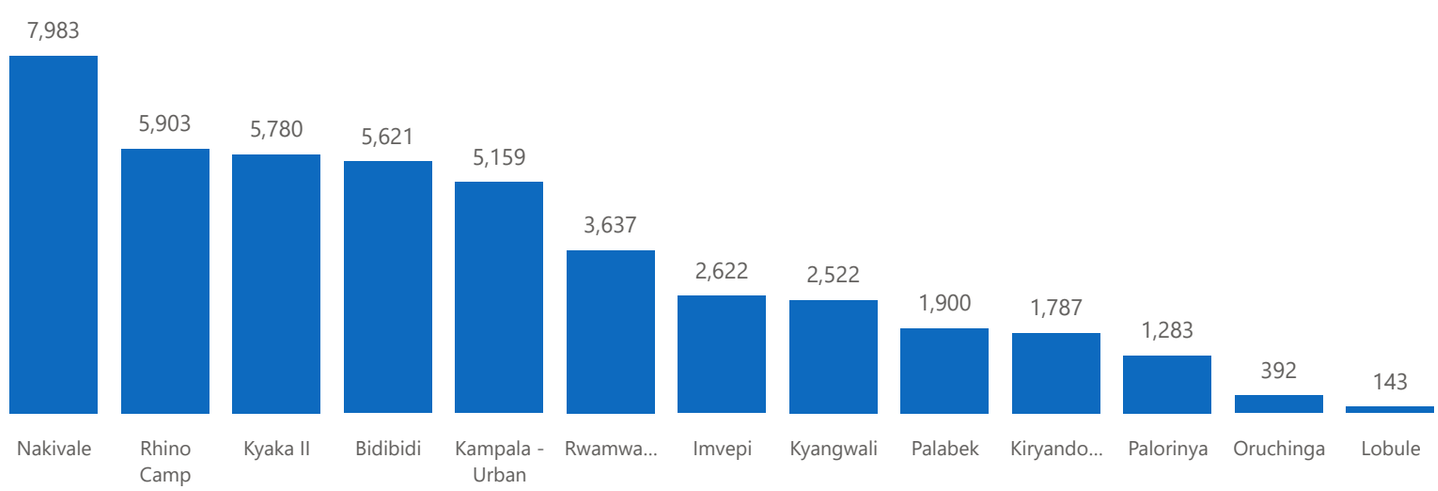
Gender distribution



Age Distribution



New Queries by Location



Callers in 2025 were 50.6% women and girls; 94.8% refugees, 2.9% asylum seekers and 1.9% host-community members. Top nationalities were Congolese DRC (41.8%), South Sudanese (39.5%), Burundian (5.0%) and Sudanese (3.9%). The 18–44 age band accounts for 77% of callers. 88.2% of calls fell within working hours (Mon–Fri 08:00–18:00), consistent with 2024 (88.6%).

POSITIVE FEEDBACK RECEIVED IN 2025

235 calls were explicitly tagged as appreciations from callers, expressing gratitude to the helpline and to partners for assistance received.

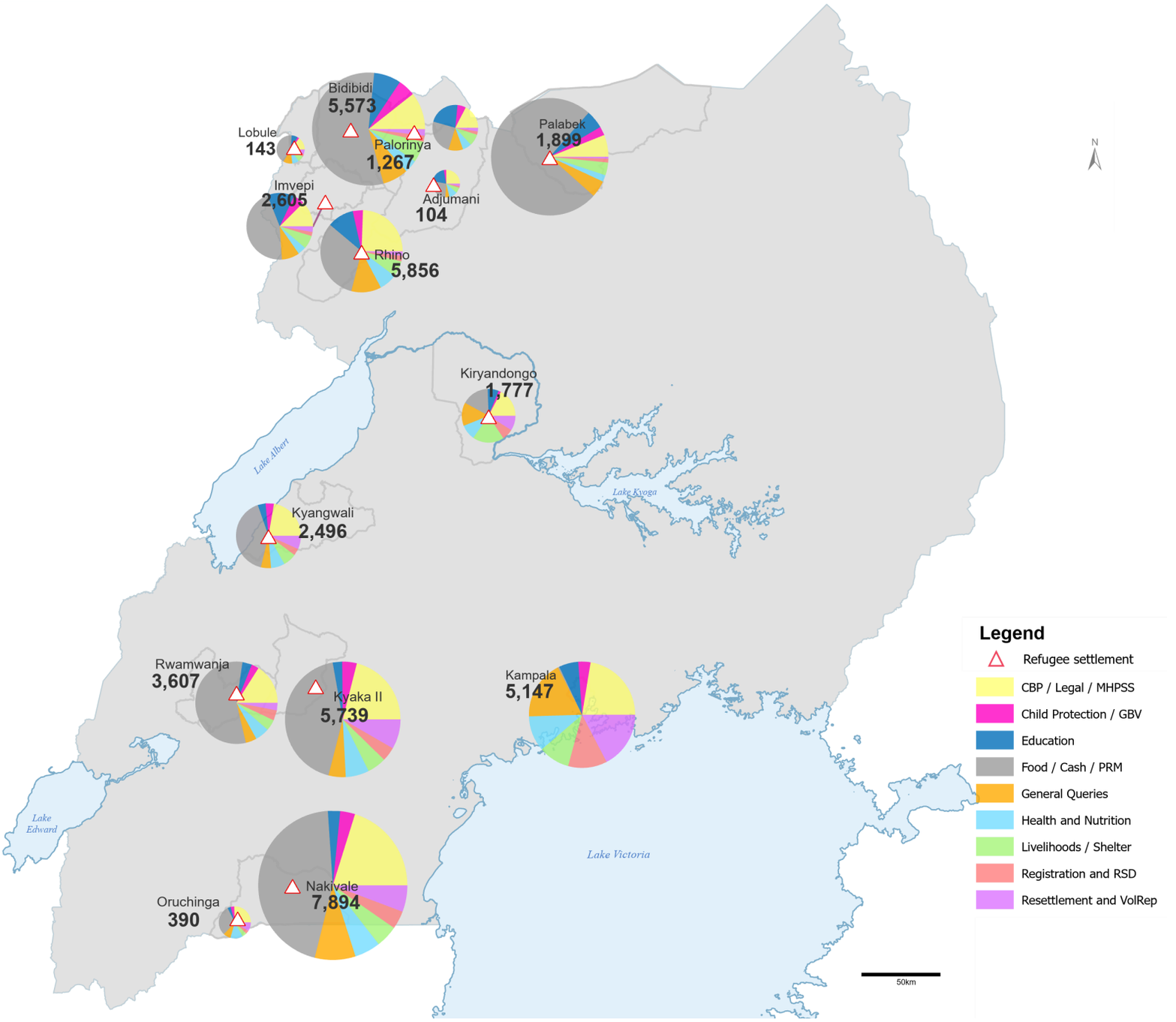
"Successfully underwent eye surgery and is now recovering well — grateful to the IRC team for their support."
Health & Nutrition · Rhino Camp

"Got vocational training in motor-vehicle engineering through LWF and is now employed."
Livelihoods · Palabek

"The helpline escalated the health case to UNHCR/AHA — received treatment at Kisenyi Health Centre IV."
Health & Nutrition · Kampala

"Received PSN cash support after the helpline escalated the case to DRC — finally contacted and paid."
Community Based Protection · Rhino Camp

NEW QUERIES BY SECTOR AND LOCATION



Food / Cash and PRM dominates almost every settlement (Nakivale 3,555, Bidibidi 3,115, Kyaka II 2,481). Kampala-Urban is the exception, led by Resettlement/Local-Integration, Registration and General Queries, a distinct urban caseload signature. CBP, Legal, and MHPSS queries cluster in Nakivale, Rhino, Kyaka II, Kampala.