We.Link

UNHCR The UN Refugee Agency

Uliza - We Listen!

Interagency We.Link (formerly FRRM)

June 2026 Newsletter

Protection desk agent trainees from Palorinya and Lobule Settlements attending pre-rollout training for community-led protection desks held in Yumbe in June 2026. Photo ©UNHCR Isaac P. Ejonu.

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 22,760 calls and 3,835 new queries during June 2026 representing a 2.4% reduction compared to May 2026. 2,237 (58.3%) new queries came from females and 1,598 (41.7%) from males.

At the helpline level, 2,972 (77.50%) queries were resolved using FAQs. The remaining included 31 (0.81%) biodata updates and 832 (21.69%) queries regarding requests for assistance, reports of misconduct, and urgent protection cases which were referred to UNHCR and partners for follow-up and assistance.

UNHCR and partners closed 677 Category 3 referrals (requests for assistance) during the month and this included 318 from those received and closed within the month and 359 from the previous month's backlog across all locations. Overall, among referrals received during the month, 49.88% were resolved, 5.00% were still being actioned on and 33.13% remained unopened.

Nakivale registered the highest number of new queries (590) in the month. Bidibidi followed with 522 new queries; Rhino Camp with 518 new queries; Kyaka II with 512 new queries; and Imvepi with 449 new queries.

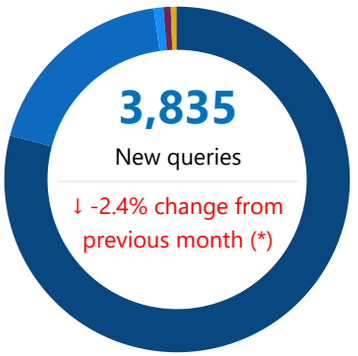
Compared to May 2026, by sector, Prioritization Review Mechanism (PRM / JAM) registered 1,209 new queries indicating a 16.7% decrease. This was followed by Community Based Protection with 560 new queries and a 17.6% increase; Education with 323 new queries and a 24.7% increase; General Queries with 302 new queries and a 51.0% increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 215 new queries and a 11.5% decrease.

58.3% of callers in June were **women and girls**

77.5% of the calls were resolved directly **by the helpline**

22.5% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



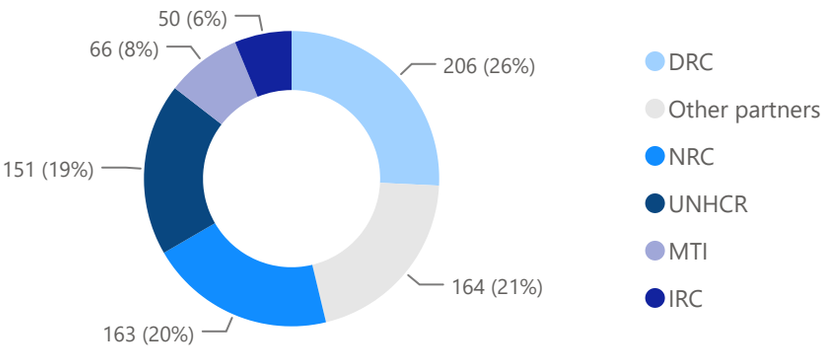
Call Category	New queries	% of total queries	% change from previous month
0 Biodata updates	31	0.8%	↑ 10.71%
1 General and/or positive feedback (no response required)	16	0.4%	↑ 33.33%
2 Information request answered directly using standard FAQs	2,956	77.1%	↓ -3.65%
3 Request for support and assistance through a referral	800	20.9%	↑ 1.27%
4 Calls relating to allegations of fraud, corruption	30	0.8%	↑ 25.00%
5 Calls regarding serious life-threatening cases	2	0.1%	↓ -75.00%

REFERRALS to UNHCR and PARTNERS

800
Number of Category 3 referrals received

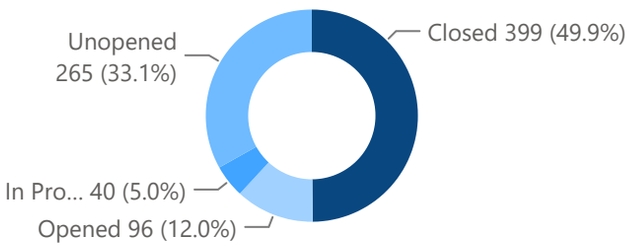
1.3%
Percentage change from the previous month

27
Number of agencies who received referrals



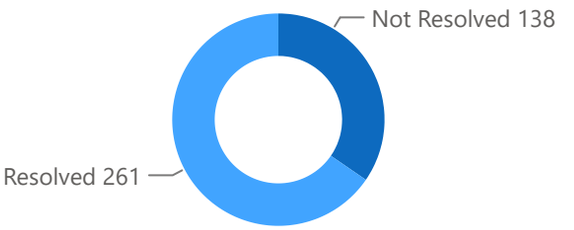
ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting (*)



** The report shows data as of 10th July 2026.*

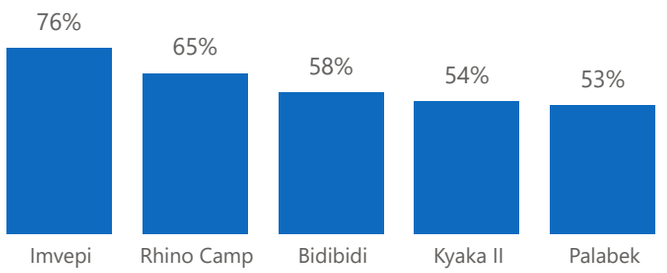
Resolution status of Category 3 closed queries (**)



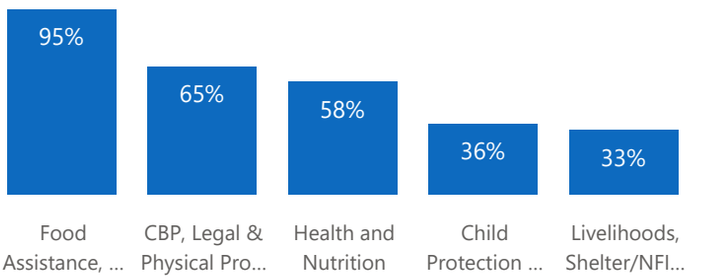
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals

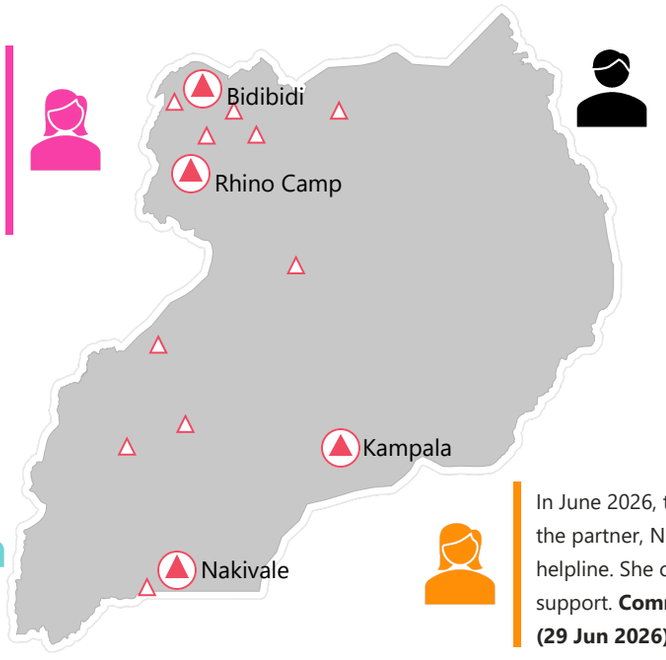


Top five sectors with highest percentage of closed referrals



POSITIVE FEEDBACK RECEIVED

The FDSP called to express her gratitude to the partner, DRC for the cash assistance provided to her during the month. She was able to use it meet basic needs for children including food and is grateful to DRC and the helpline. **Community Based Protection, Bidibidi, (19 Jun 2026)**



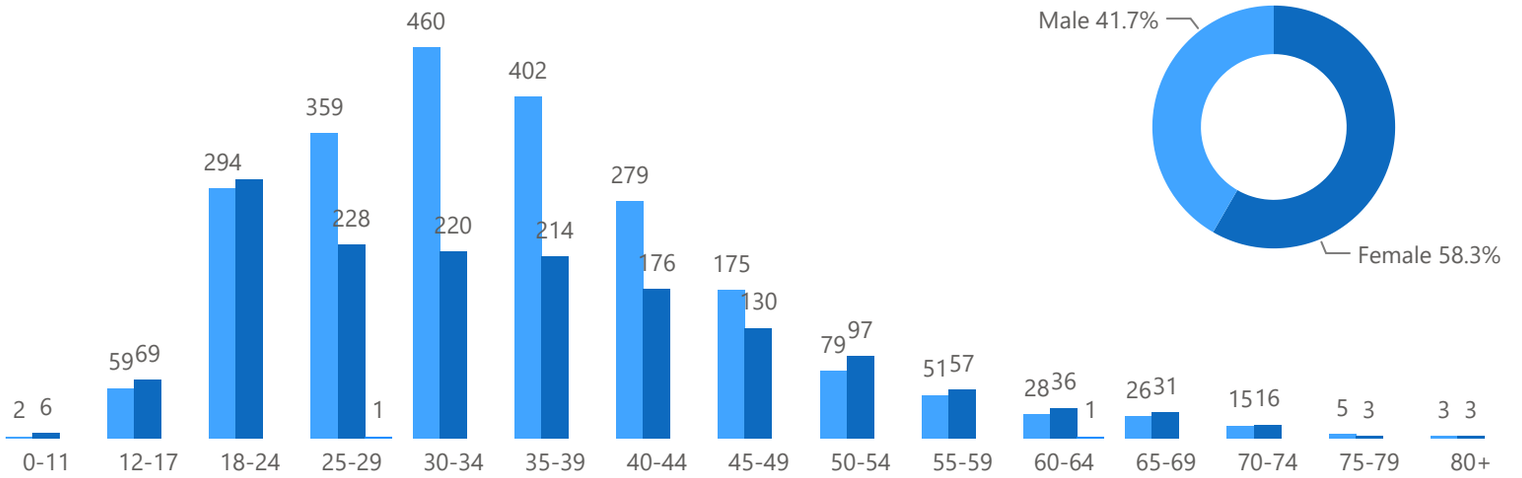
The FDSP expressed appreciation toward the We.Link helpline for the support constantly provided through consistently listening to her concerns and providing counselling, guidance and encouragement whenever she reaches out with difficult situations. She encouraged the helpline to keep up with the good work. **General Queries, Rhino Camp, (10 Jun 2026)**

The FDSP called to express his gratitude to the partner, MTI for the antenatal support provided to his wife, who had a safe and succesful delivery of a newborn baby. He is also grateful for the good services received at the health center. **Health and Nutrition, Nakivale, (23 Jun 2026)**

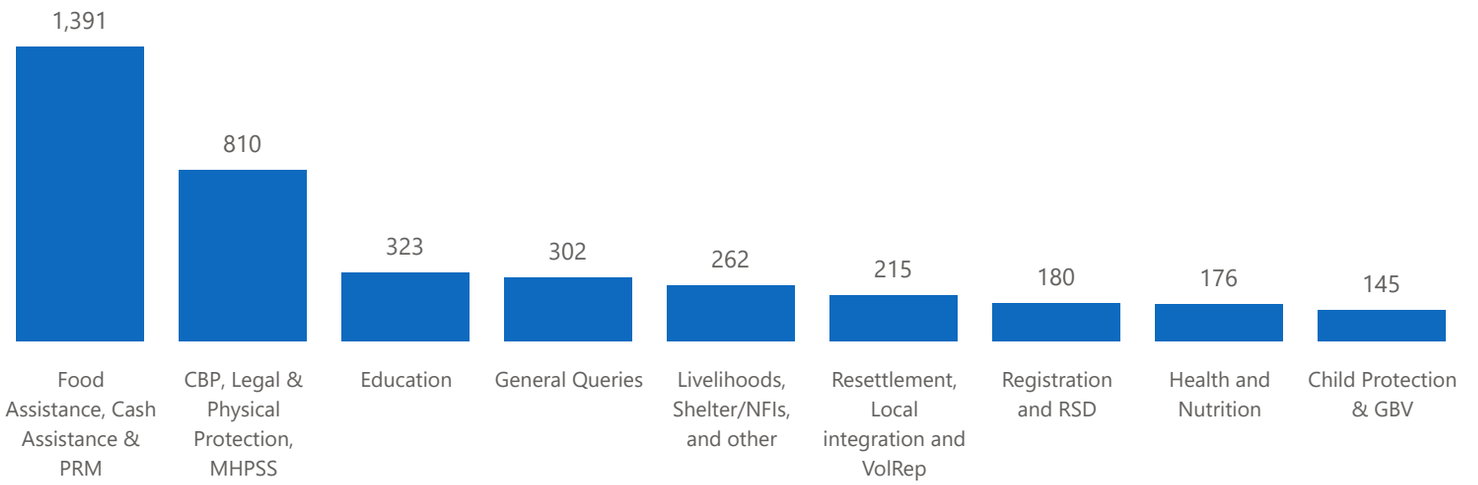
In June 2026, the caller received rental cash assistance from the partner, NRC, in response to a referral through the helpline. She called to express her utmost gratitude for the support. **Community Based Protection, Kampala, (29 Jun 2026)**

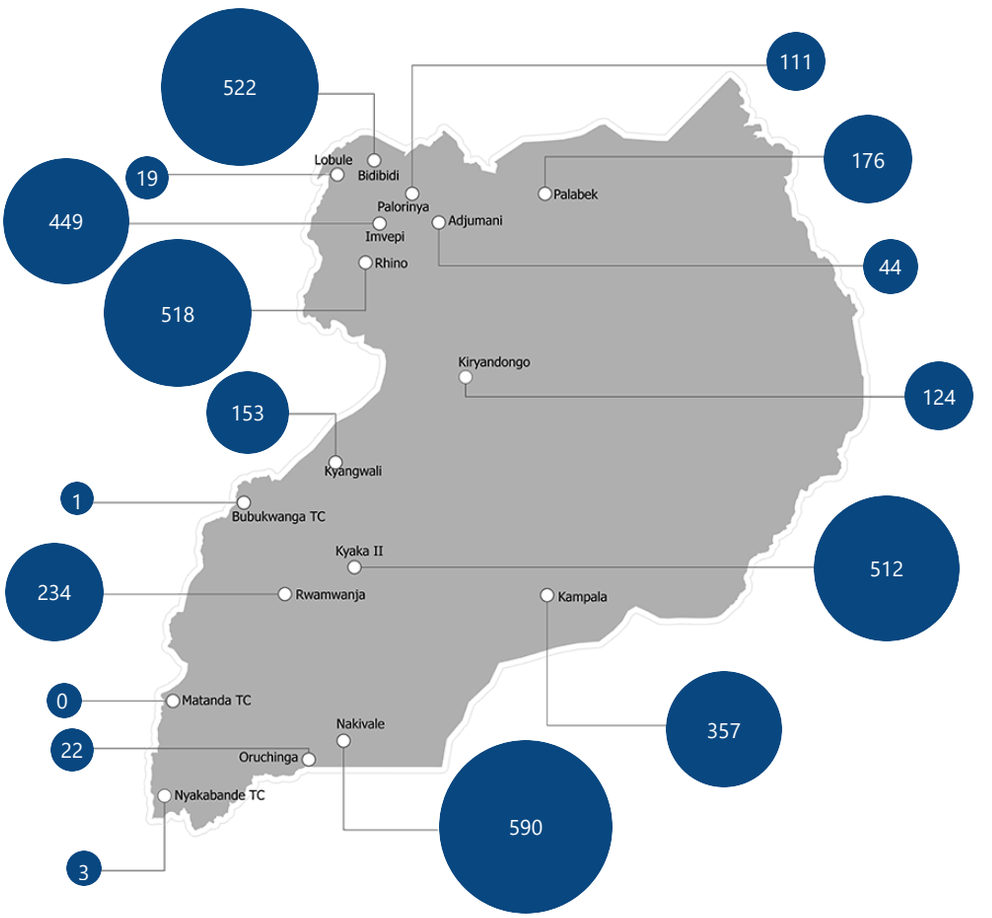
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

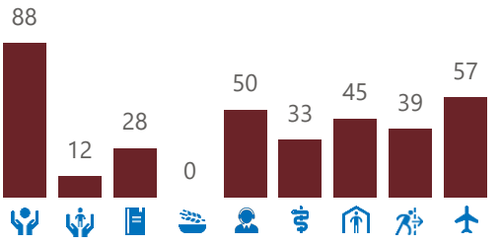




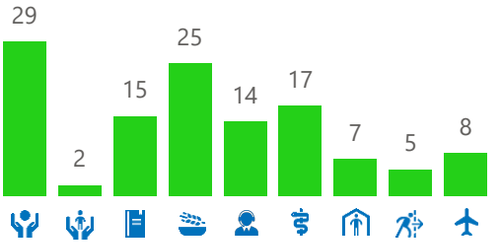
NEW QUERIES by SECTOR and LOCATION

- CBP, Legal & Physical Protection, MHPSS
- Child Protection & GBV
- Education
- Food , Cash Assistance & PRM
- General Queries
- Health and Nutrition
- Livelihoods, Shelter/NFIs, and other
- Registration and Refugee Status Determination
- Resettlement, Local Integration and Voluntary Repatriation

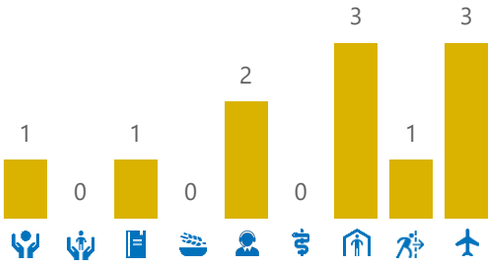
Kampala - Urban



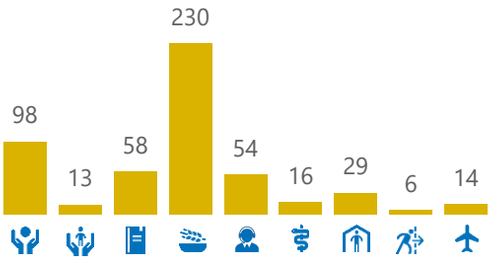
Kiryandongo - Mid West



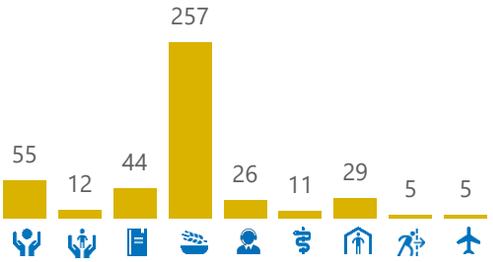
Adjumani - West Nile



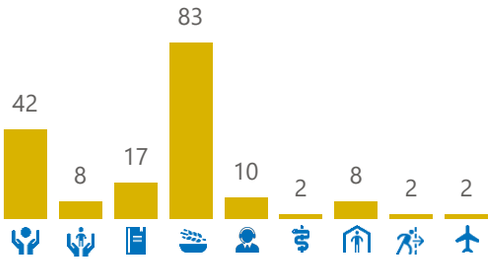
Bidibidi - West Nile



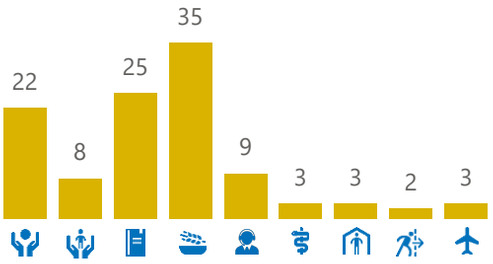
Imvepi - West Nile



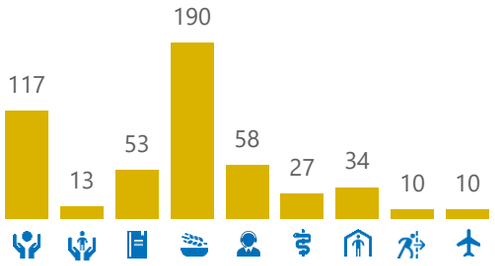
Palabek - West Nile



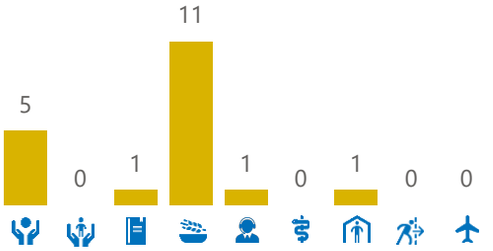
Palorinya - West Nile



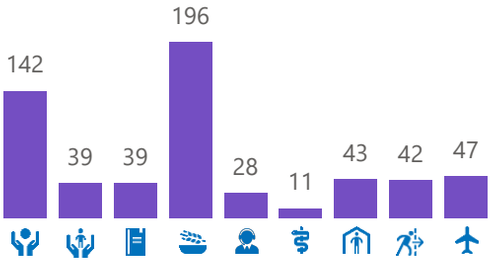
Rhino Camp - West Nile



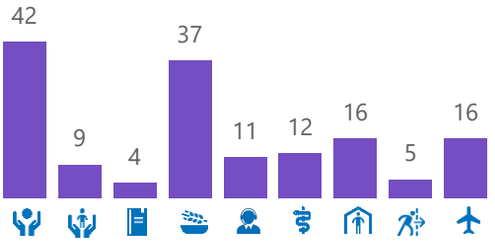
Lobule - West Nile



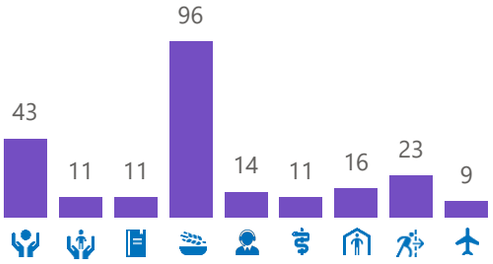
Nakivale - South West



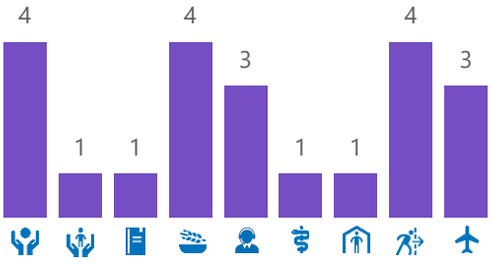
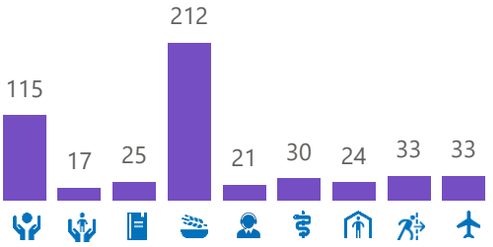
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West