We.Link

*Uliza - We Listen!*

UNHCR
The UN Refugee Agency

# Interagency We.Link (formerly FRRM)

## May 2026 Newsletter

Training of parasocial workers in preparation for the rollout of community-led protection desks using We.Link in Adjumani refugee settlements in May 2026. Photo ©UNHCR Isaac P. Ejonu.

## MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 19,864 calls and 3,930 new queries during May 2026 representing a 11.6% increase compared to April 2026. 2,207 (56.2%) new queries came from females and 1,723 (43.8%) from males.

At the helpline level, 3,080 (78.37%) queries were resolved using FAQs. The remaining included 28 (0.71%) biodata updates and 822 (20.92%) 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 388 Category 3 referrals (requests for assistance) during the month and this included 231 from those received and closed within the month and 157 from the previous month's backlog across all locations. Overall, among referrals received during the month, 49.11% were resolved, 6.33% were still being actioned on and 32.15% remained unopened.

Nakivale registered the highest number of new queries (1,098) in the month. Kyaka II followed with 500 new queries; Rwamwanja with 425 new queries; Bidibidi with 398 new queries; and Kampala - Urban with 271 new queries.

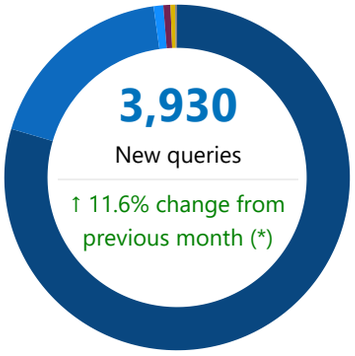
Compared to April 2026, by sector, Prioritization Review Mechanism (PRM / JAM) registered 1,452 new queries indicating a 14.6% increase. This was followed by Community Based Protection with 478 new queries and a 3.4% decrease; Food Assistance with 290 new queries and a 32.9% decrease; Education with 259 new queries and a 0.4% decrease; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 243 new queries and a 43.8% increase.

**56.2%**
of callers in May were **women and girls**

**78.4%**
of the calls were resolved directly **by the helpline**

**21.6%**
of the calls were referred to **UNHCR and partners**

## SUMMARY STATISTICS



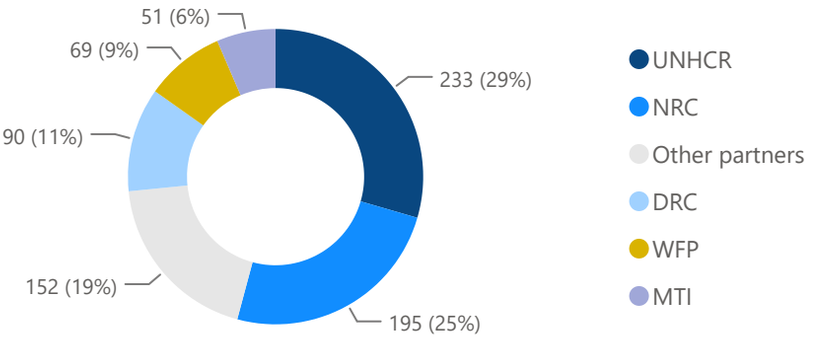

| Call Category | New queries | % of total queries | % change from previous month |
|---|---|---|---|
| 0 Biodata updates | 28 | 0.7% | ↓ -12.50% |
| 1 General and/or positive feedback (no response required) | 12 | 0.3% | ↓ -42.86% |
| 2 Information request answered directly using standard FAQs | 3,068 | 78.1% | ↑ 7.01% |
| 3 Request for support and assistance through a referral | 790 | 20.1% | ↑ 41.32% |
| 4 Calls relating to allegations of fraud, corruption | 24 | 0.6% | ↓ -20.00% |
| 5 Calls regarding serious life-threatening cases | 8 | 0.2% | ↓ -27.27% |

## REFERRALS to UNHCR and PARTNERS

790
Number of Category 3 referrals received

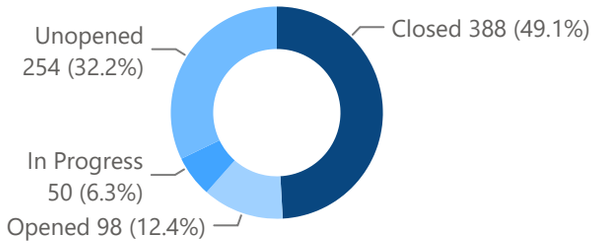
41.3%
Percentage change from the previous month

29
Number of agencies who received referrals



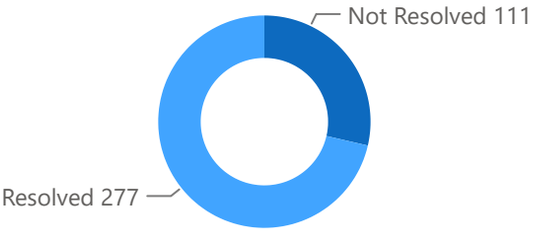

## ACTION on CATEGORY 3 REFERRALS

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




** The report shows data as of 23rd June 2026.*

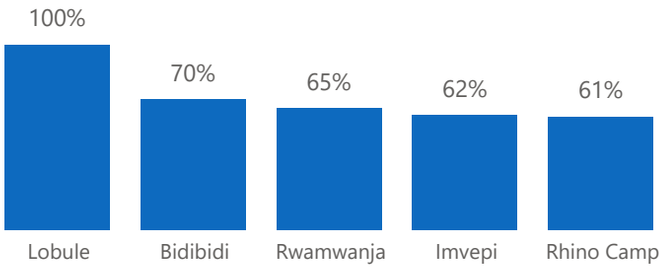
Resolution status of Category 3 closed queries (**)



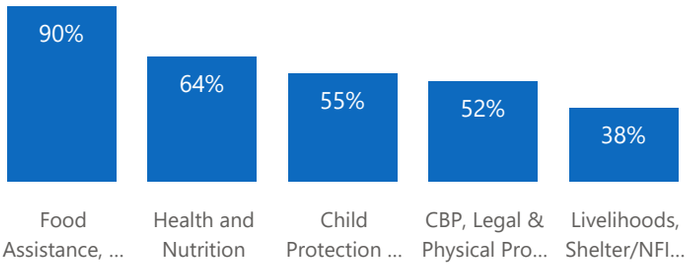

*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

## MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



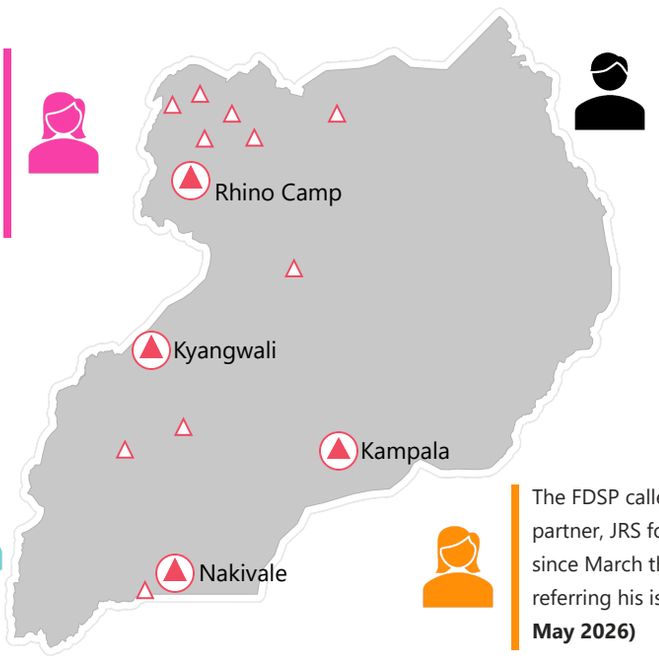

Top five sectors with highest percentage of closed referrals




## POSITIVE FEEDBACK RECEIVED

In response to an appeal submitted through the We.Link helpline, the FDSP was reinstated as a beneficiary of food assistance (category 2). He is grateful and appreciates both the helpline and WFP. **Food Assistance, Rhino Camp, (05 May 2026)**

The FDSP appreciated NRC for responding to a referral sent to them through the We.Link helpline. He was visited for an assessment and he is happy for the opportunity to share all his issues during the visit. **Community Based Protection, Nakivale, (19 May 2026)**

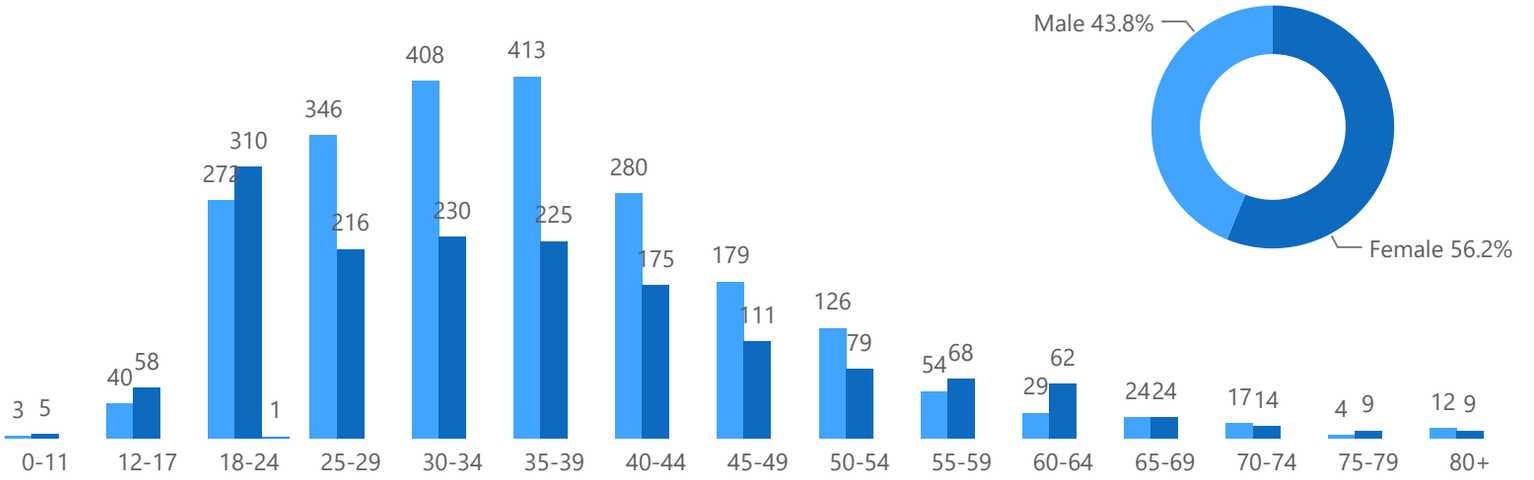



The caller expressed his appreciation to the We.link Helpline because he always receives assistance whenever he reaches out through the helpline. He is so grateful for the work done by the helpline and partners. **General Queries, Kyangwali, (27 May 2026)**

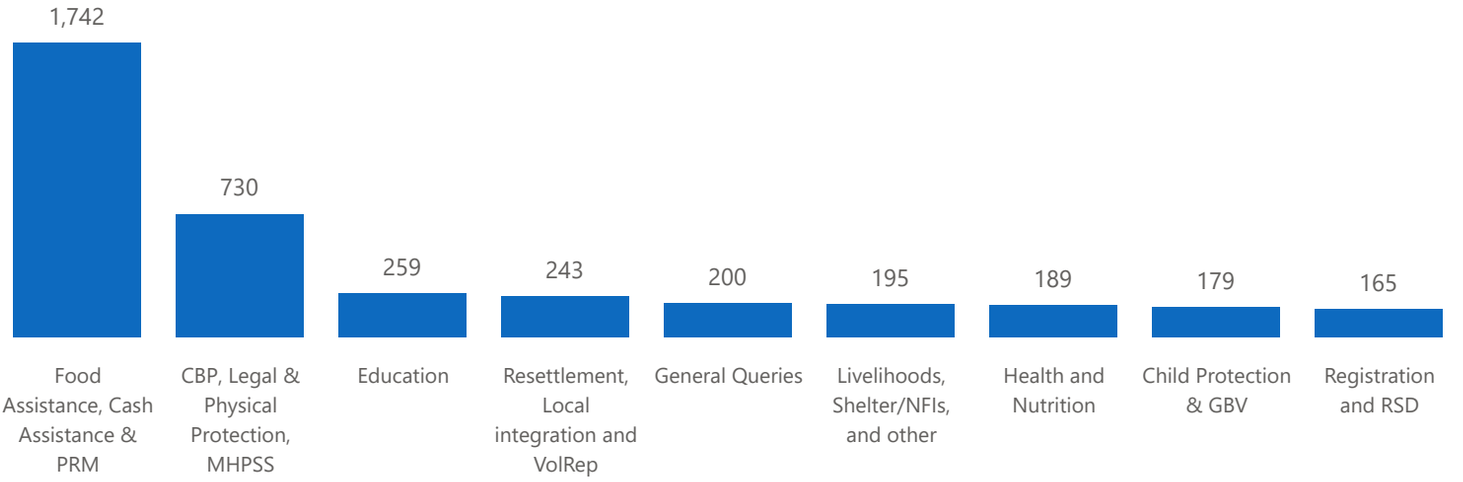
The FDSP called to express appreciation to UNHCR and the partner, JRS for the counseling sessions provided to him since March this year. He is also grateful to the helpline for referring his issues to the partner. **MHPSS, Kampala, (04 May 2026)**

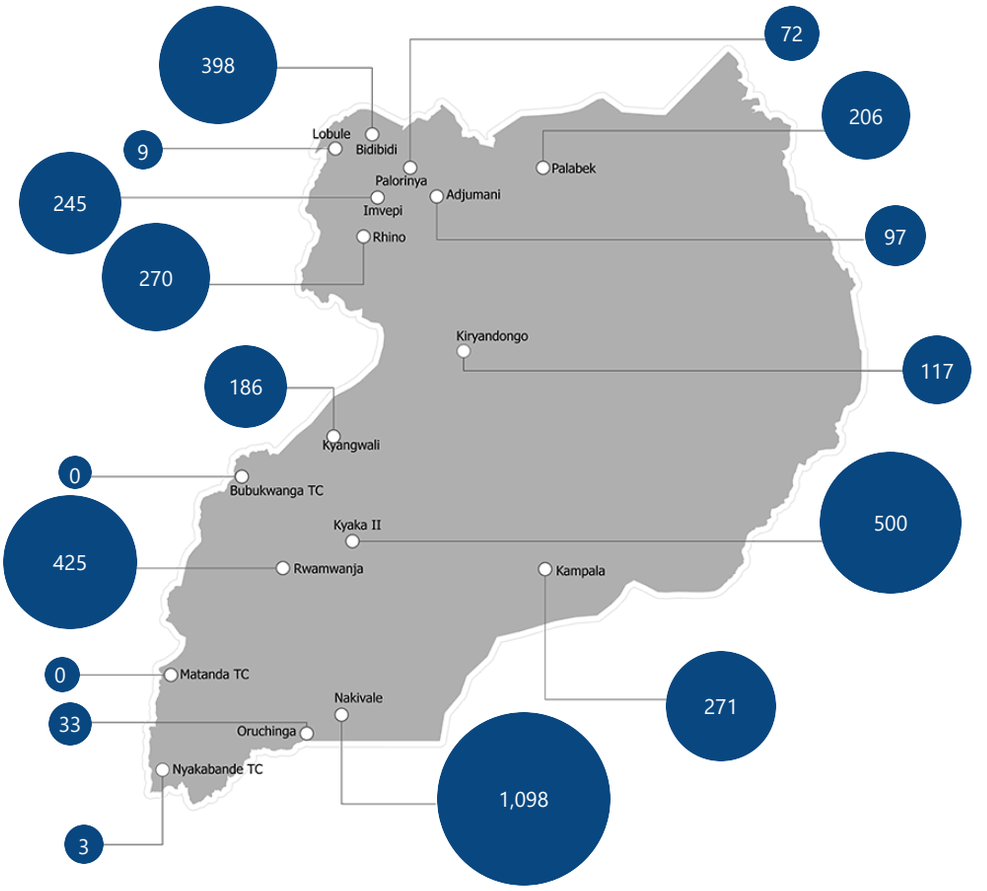
## DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group




New Queries by Sector

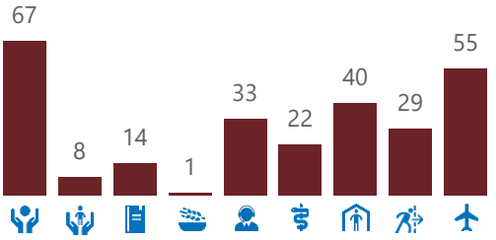


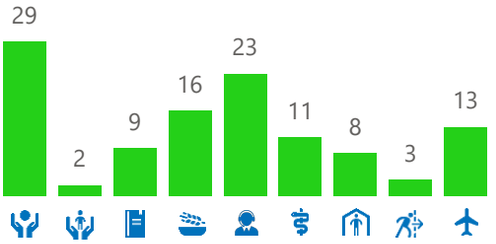
## NEW QUERIES by SECTOR and LOCATION

- 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

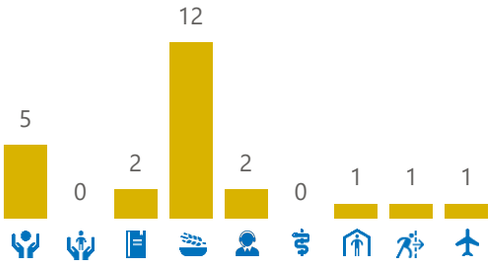
Kampala - Urban



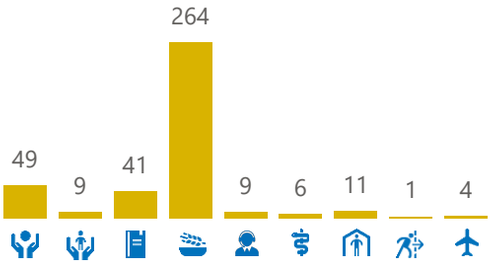

Kiryandongo - Mid West



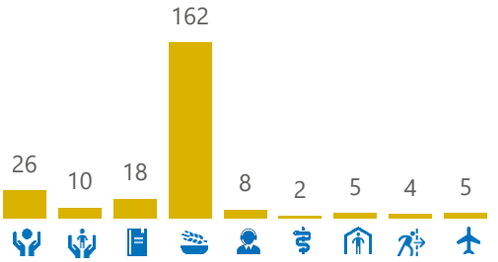

Adjumani - West Nile



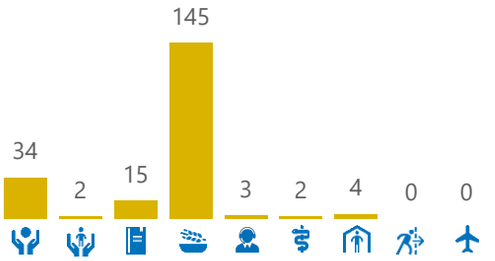

Bidibidi - West Nile



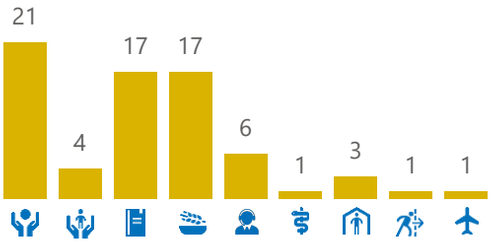

Imvepi - West Nile



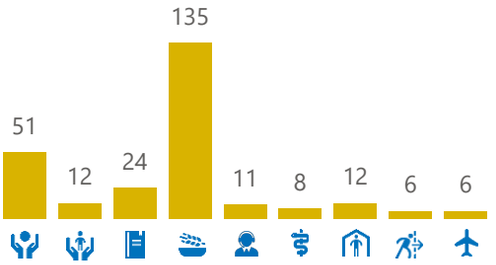

Palabek - West Nile



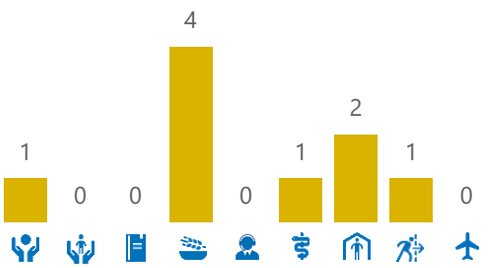

Palorinya - West Nile



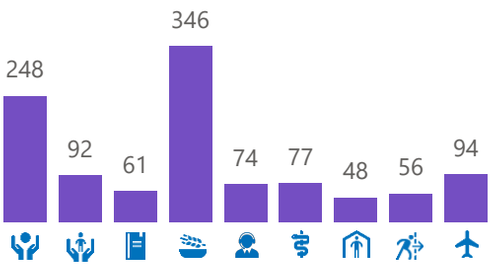

Rhino Camp - West Nile



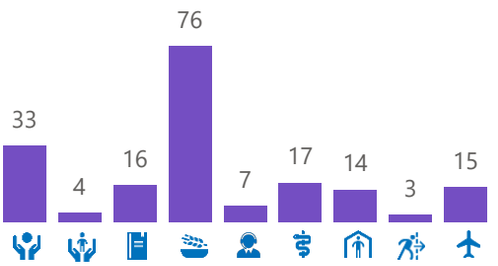

Lobule - West Nile



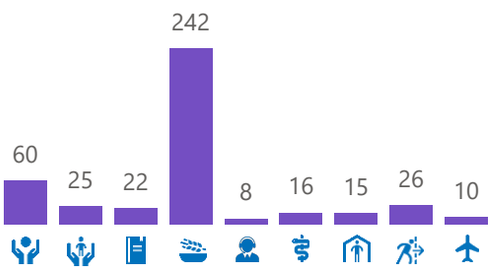

Nakivale - South West



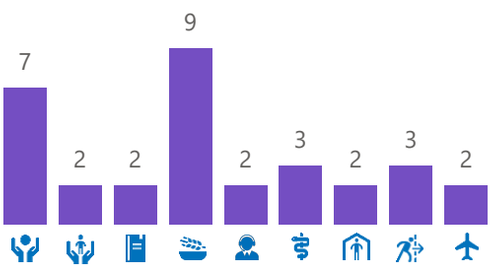

Kyangwali - South West

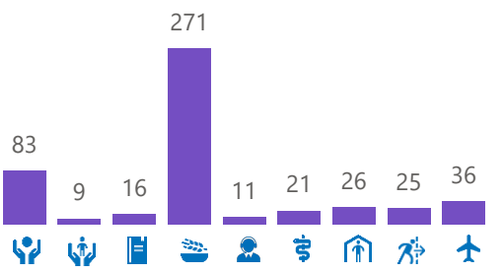



Rwamwanja - South West




Oruchinga - South West




Kyaka II - South West