We.Link

UNHCR
The UN Refugee Agency

Uliza - We Listen!

Interagency We.Link (formerly FRRM)

October 2025 Newsletter

Community engagement and awareness session on We.Link and integrity in Kiryandongo settlement in June 2025. Photo©UNHCR_RMU

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 26,846 calls and 4,467 new queries during October 2025 representing a 23% reduction compared to September 2025. 2,486 (55.7%) new queries came from females and 1,981 (44.3%) from males.

At the helpline level, 2,803 (62.75%) queries were resolved using FAQs. The remaining included 47 (1.05%) biodata updates and 1,617 (36.20%) 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 1,796 Category 3 referrals (requests for assistance) during the month and this included 830 from those received and closed within the month and 966 from the previous month's backlog across all locations. Overall, among referrals received during the month, 54.49% were resolved, 6.28% were still being actioned on and 25.71% remained unopened.

Nakivale registered the highest number of new queries (1,279) in the month. Rhino Camp followed with 681 new queries; Kyaka II with 556 new queries; Kampala - Urban with 449 new queries; and Rwamwanja with 289 new queries.

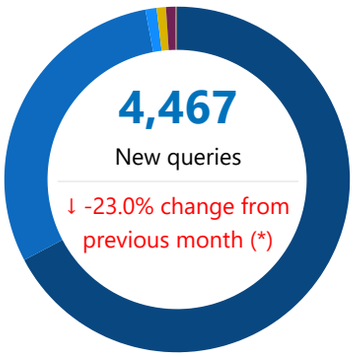
Compared to September 2025, by sector, Prioritization Review Mechanism (PRM / JAM) registered 1,115 new queries indicating a 52.6% decrease. This was followed by Community Based Protection with 748 new queries and a 2.6% increase; Food Assistance with 465 new queries and a 25.1% decrease; General Queries with 356 new queries and a 15.4% decrease; Health and Nutrition with 286 new queries and a 21.7% increase.

55.7% of callers in October were **women and girls**

62.7% of the calls were resolved directly **by the helpline**

37.3% 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	47	1.1%	↑ 6.82%
1 General and/or positive feedback (no response required)	49	1.1%	↑ 104.17%
2 Information request answered directly using standard FAQs	2,754	61.7%	↓ -36.24%
3 Request for support and assistance through a referral	1,560	34.9%	↑ 12.55%
4 Calls relating to allegations of fraud, corruption	51	1.1%	↑ 112.50%
5 Calls regarding serious life-threatening cases	6	0.1%	↑ 100.00%

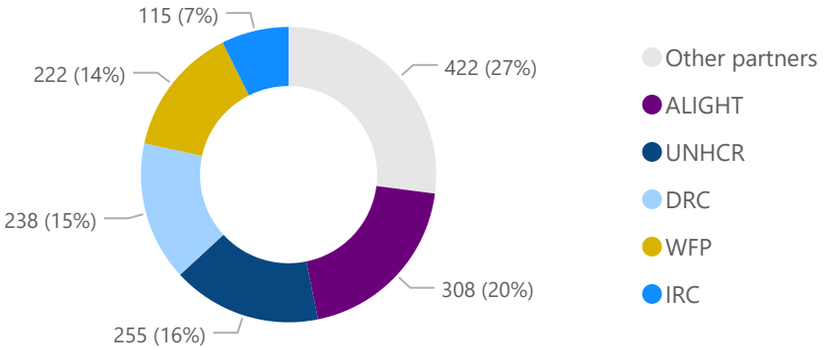
(*) The spike in new queries is attributed to callers seeking feedback on appeals previously submitted for food category review.

REFERRALS to UNHCR and PARTNERS

1,560
Number of Category 3 referrals received

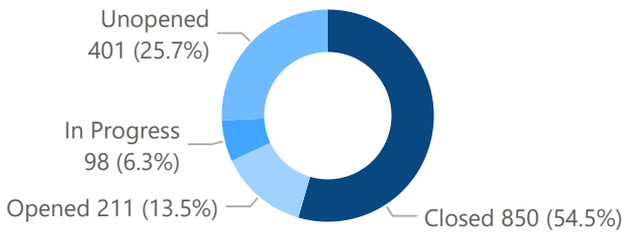
12.6%
Percentage change from the previous month

34
Number of agencies who received referrals



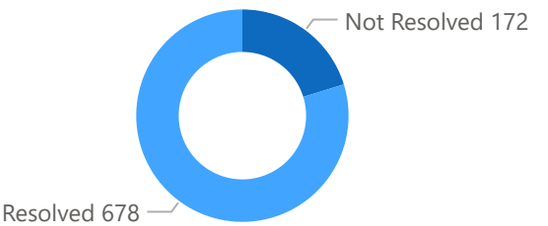
ACTION on CATEGORY 3 REFERRALS

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



** The report shows data as of 05 November 2025.*

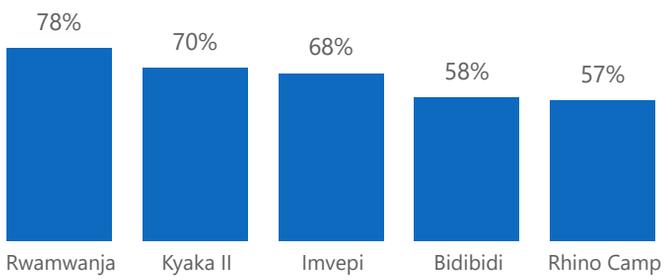
Resolution status of Category 3 closed queries (**)



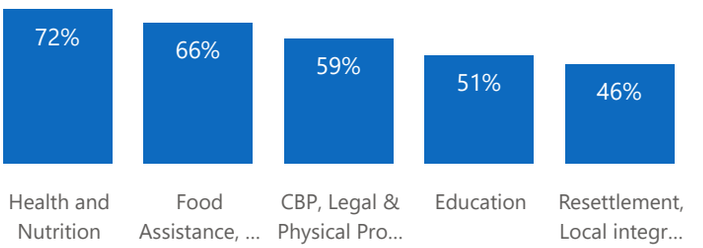
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals

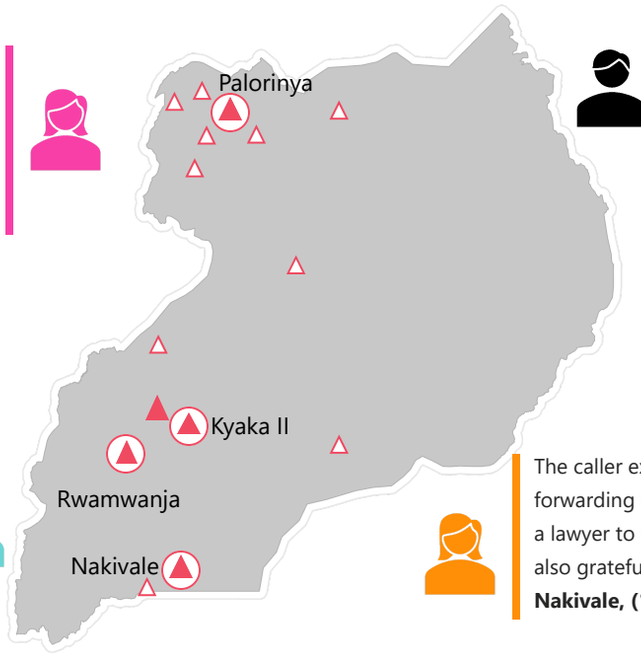


Top five sectors with highest percentage of closed referrals



POSITIVE FEEDBACK RECEIVED

She called to appreciate the partner LWF for visiting and supporting her children at home while she was away in hospital for an extended period. She also thanked the We.Link helpline for addressing her issue to LWF. **Community Based Protection, Palorinya, (06 Oct 2025)**



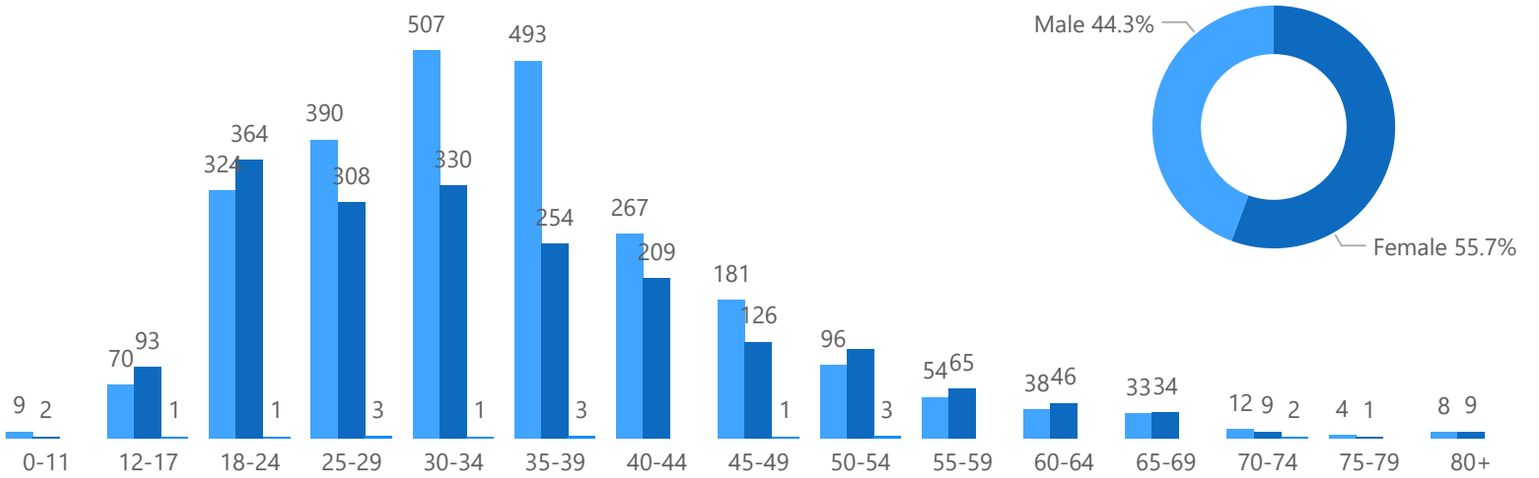
The caller registered a newborn but did not receive the updated family attestation. After contacting the We.Link helpline, a referral was made to OPM, which provided the required document. FDSP expressed gratitude to both OPM and the helpline for their support. **Registration, Kyaka II, (15 Oct 2025)**

The caller expressed his gratitude to the We.Link Helpline for addressing his request to ALIGHT involving need for support to children under his care. . He confirmed receiving assistance from ALIGHT including NFIs, counselling etc and he is grateful to ALIGHT. **Child Protection, Rwamwanja, (22 Oct 2025)**

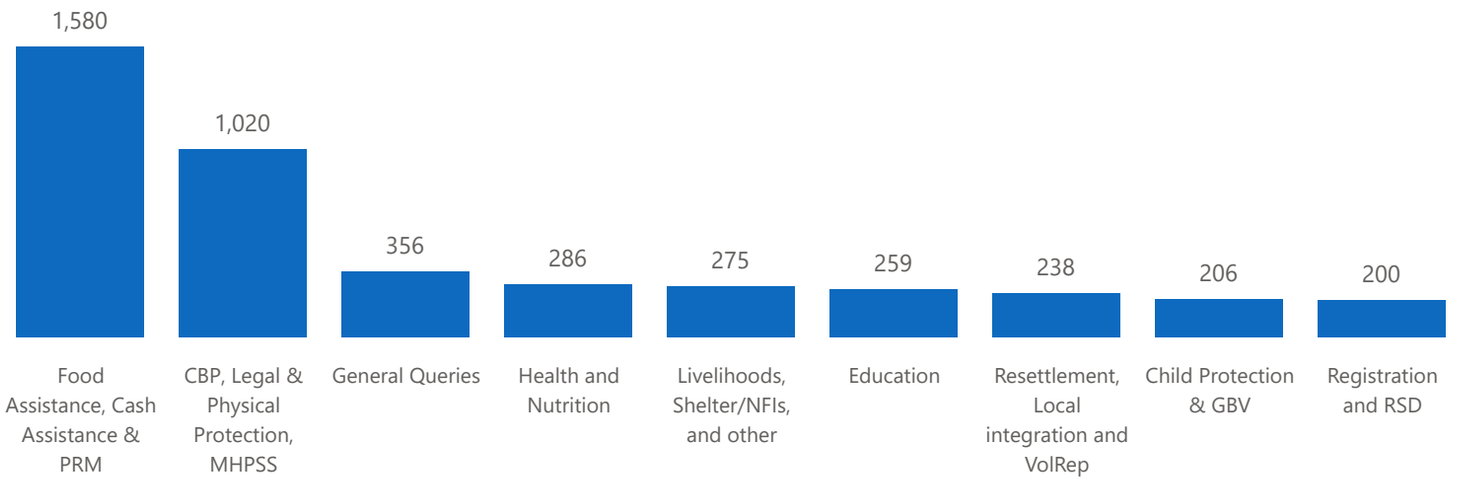
The caller expressed gratitude to the helpline agents for forwarding his case to ALIGHT, which enabled him to secure a lawyer to accompany him to court in October 2025. He is also grateful to ALIGHT for the support. **Legal Access, Nakivale, (16 Oct 2025)**

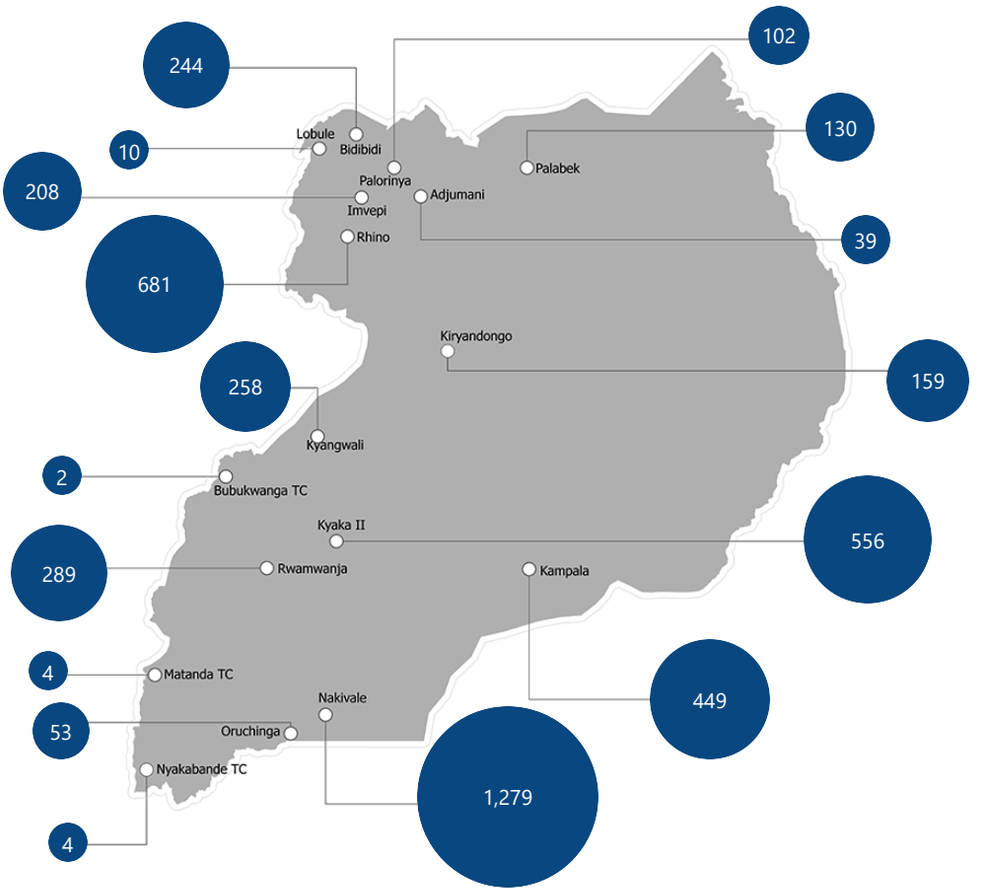
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

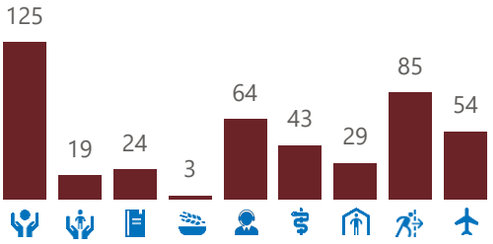




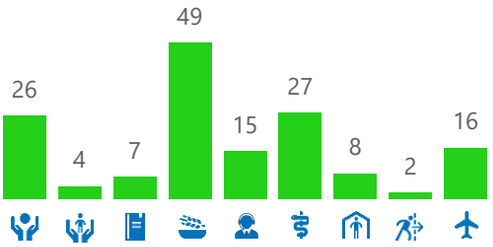
NEW QUERIES by SECTOR and LOCATION

- 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

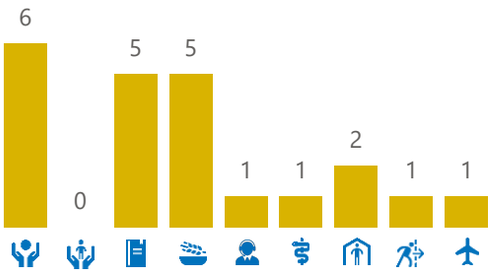
Kampala - Urban



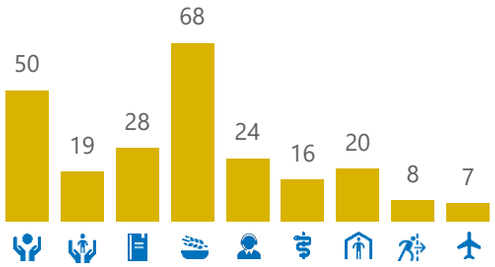
Kiryandongo - Mid West



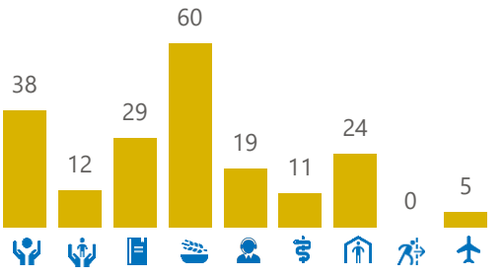
Adjumani - West Nile



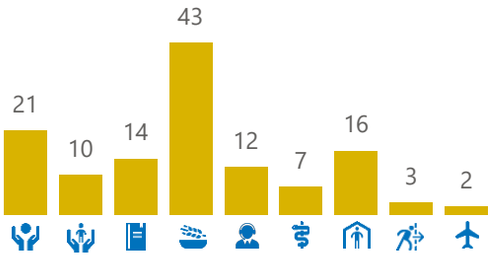
Bidibidi - West Nile



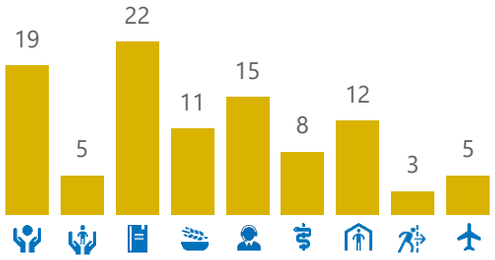
Imvepi - West Nile



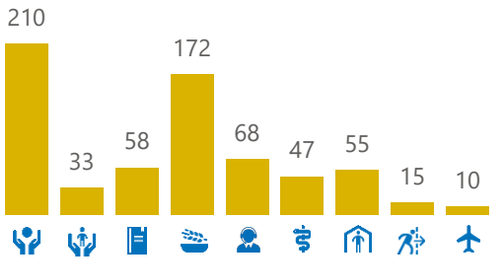
Palabek - West Nile



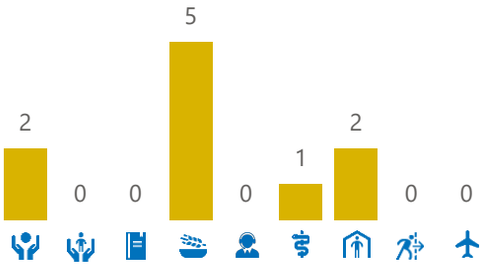
Palorinya - West Nile



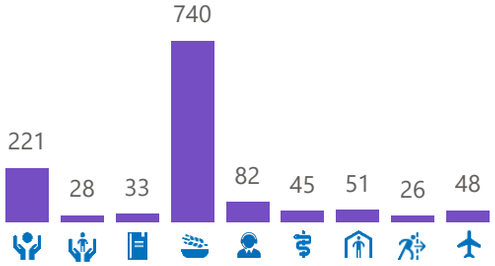
Rhino Camp - West Nile



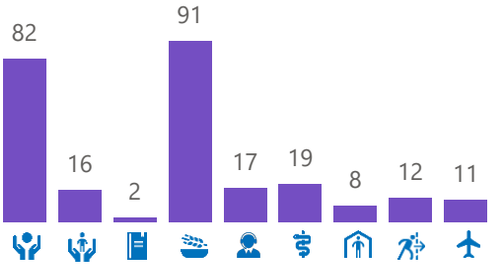
Lobule - West Nile



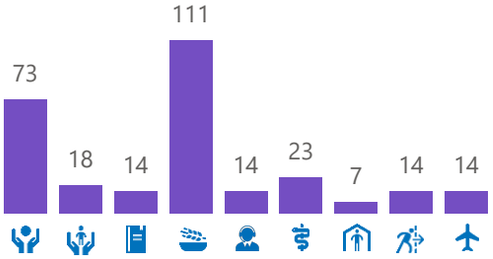
Nakivale - South West



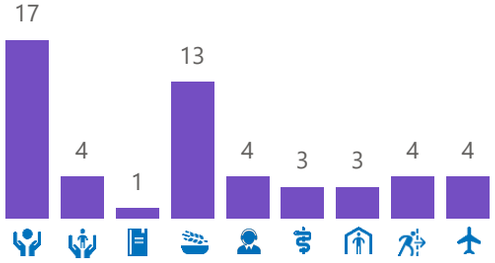
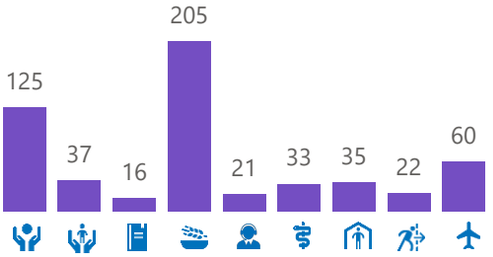
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West