We.Link

UNHCR

Uliza - We Listen!

Interagency We.Link (formerly FRRM)

August 2025 Newsletter

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

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 14,992 calls and 2,285 new queries during August 2025 representing a 13.8% reduction compared to July 2025. 1,075 (47.0%) new queries came from females and 1,210 (53%) from males.

At the helpline level, 1,490 (65.21%) queries were resolved using FAQs. The remaining included 30 (1.31%) biodata updates and 765 (33.48%) 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 700 Category 3 referrals (requests for assistance) during the month and this included 256 from those received and closed within the month and 444 from the previous month's backlog across all locations. Overall, among referrals received during the month, 53.43% were resolved, 7.69% were still being actioned on and 22.53% remained unopened.

Kampala - Urban registered the highest number of new queries (544) in the month. Nakivale followed with 393 new queries; Rhino Camp with 322 new queries; Kyaka II with 279 new queries; and Bidibidi with 190 new queries.

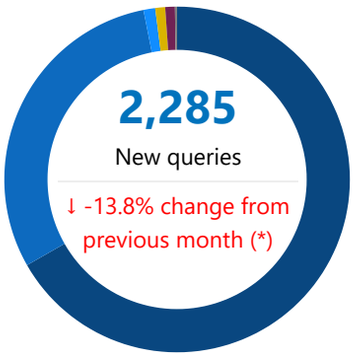
Compared to July 2025, by sector, General Queries registered 333 new queries indicating a 9.0% decrease. This was followed by Community Based Protection with 247 new queries and a 2.0% decrease; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 227 new queries and a 6.1% increase; Legal and Physical Protection with 216 new queries and a 2.7% decrease; Education with 198 new queries and a 20.7% increase.

47.0% of callers in August were **women and girls**

65.2% of the calls were resolved directly **by the helpline**

34.8% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



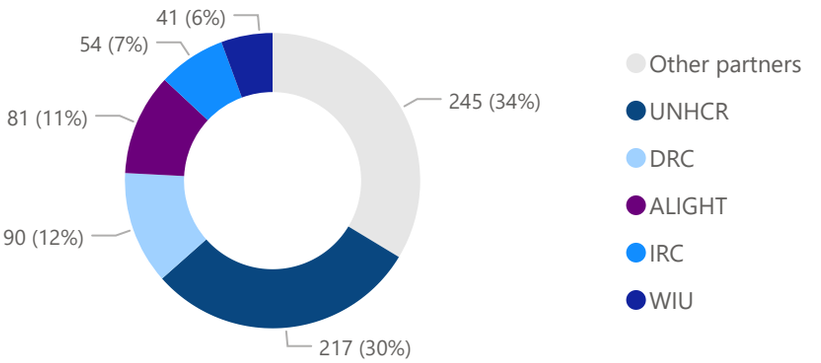
Call Category	New queries	% of total queries	% change from previous month
0 Biodata updates	30	1.3%	↑ 11.11%
1 General and/or positive feedback (no response required)	12	0.5%	↓ -57.14%
2 Information request answered directly using standard FAQs	1,478	64.7%	↓ -14.07%
3 Request for support and assistance through a referral	728	31.9%	↓ -14.15%
4 Calls relating to allegations of fraud, corruption	31	1.4%	↑ 34.78%
5 Calls regarding serious life-threatening cases	6	0.3%	↑ 20.00%

REFERRALS to UNHCR and PARTNERS

728
Number of Category 3 referrals received

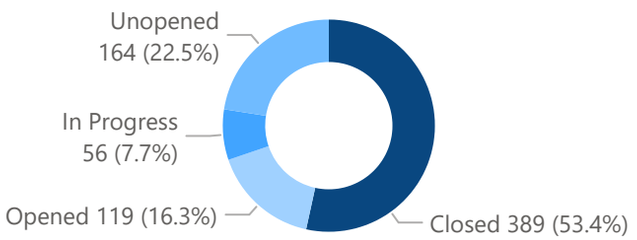
-14.2%
Percentage change from the previous month

29
Number of agencies who received referrals



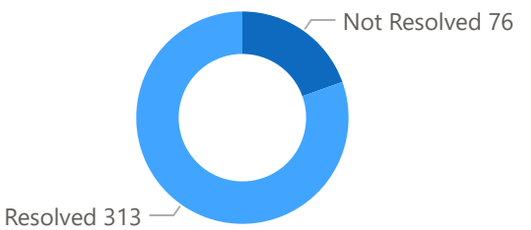
ACTION on CATEGORY 3 REFERRALS

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



** The report shows data as of 25 September 2025.*

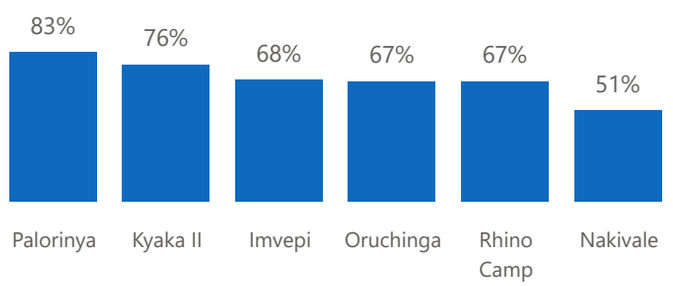
Resolution status of Category 3 closed queries (**)



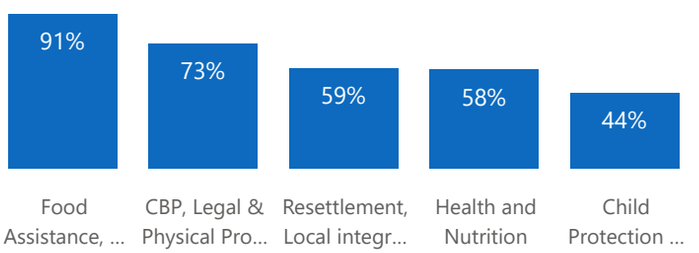
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



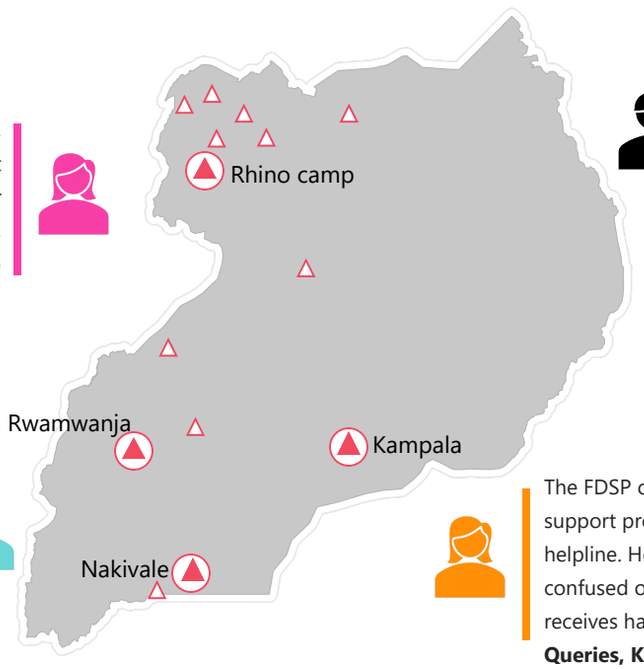
Top five sectors with highest percentage of closed referrals



POSITIVE FEEDBACK RECEIVED

The caller expressed gratitude to the partner, ALIGHT for building a PSN shelter for her at Base Camp 2 in July 2025. She is grateful for the support. **Community Based Protection, Rwamwanja, (30 Aug 2025)**

An elderly child career called to appreciate the helpline for addressing her request for support to the partner DRC, who assessed and enrolled her for PSN cash assistance. She is grateful to both the helpline and the partner. **General Queries, Rhino Camp, (15 Aug 2025)**

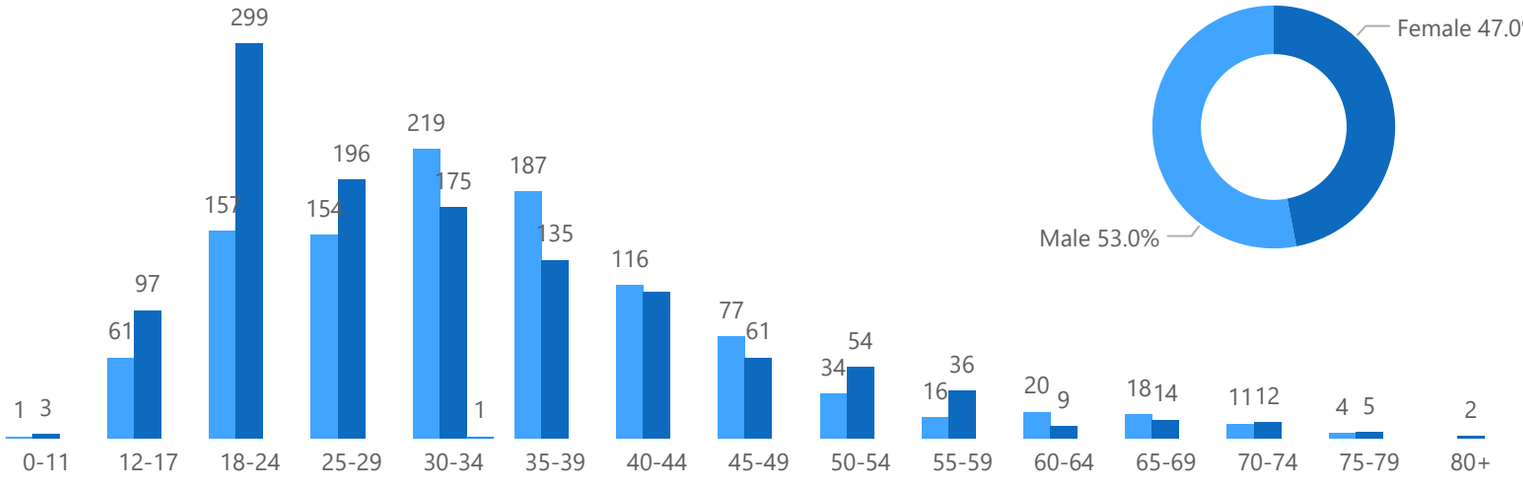


The FDSP expressed his gratitude to the We.Link helpline for referring his child's educational needs to the partner NRC who responded and enrolled the child for support. He is grateful to NRC too. **Education, Nakivale, (27 Aug 2025)**

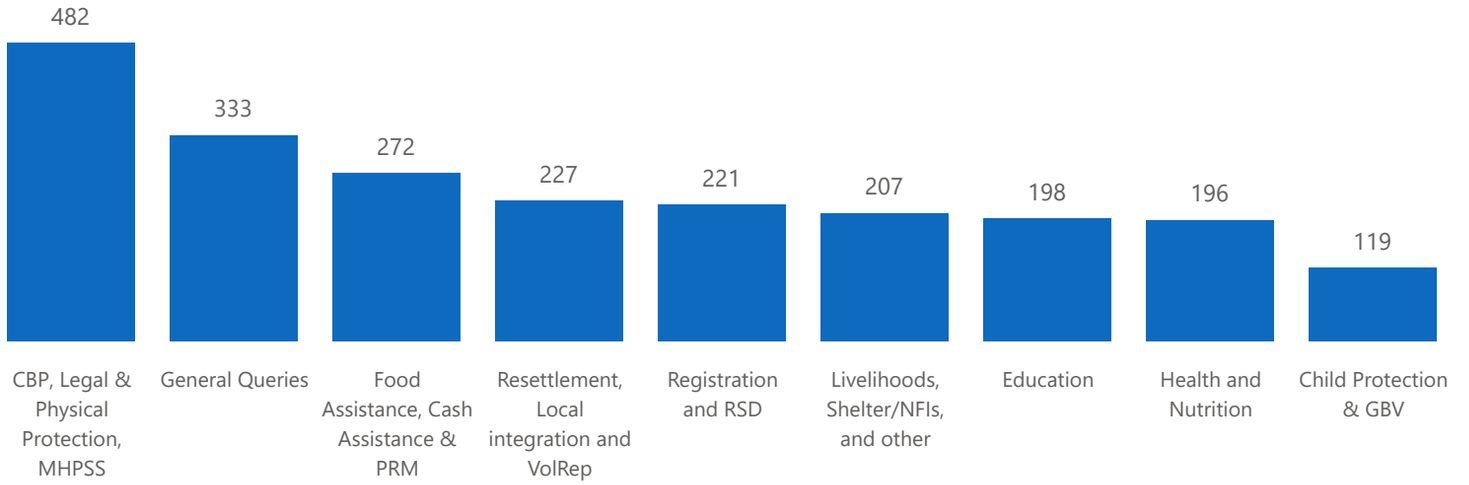
The FDSP called to express his gratitude for the advice and support provided whenever he contacts the We.Link helpline. He mentioned that he usually calls when he is confused or unsure of what to do, and the guidance he receives has always been helpful and effective. **General Queries, Kampala, (07 Aug 2025)**

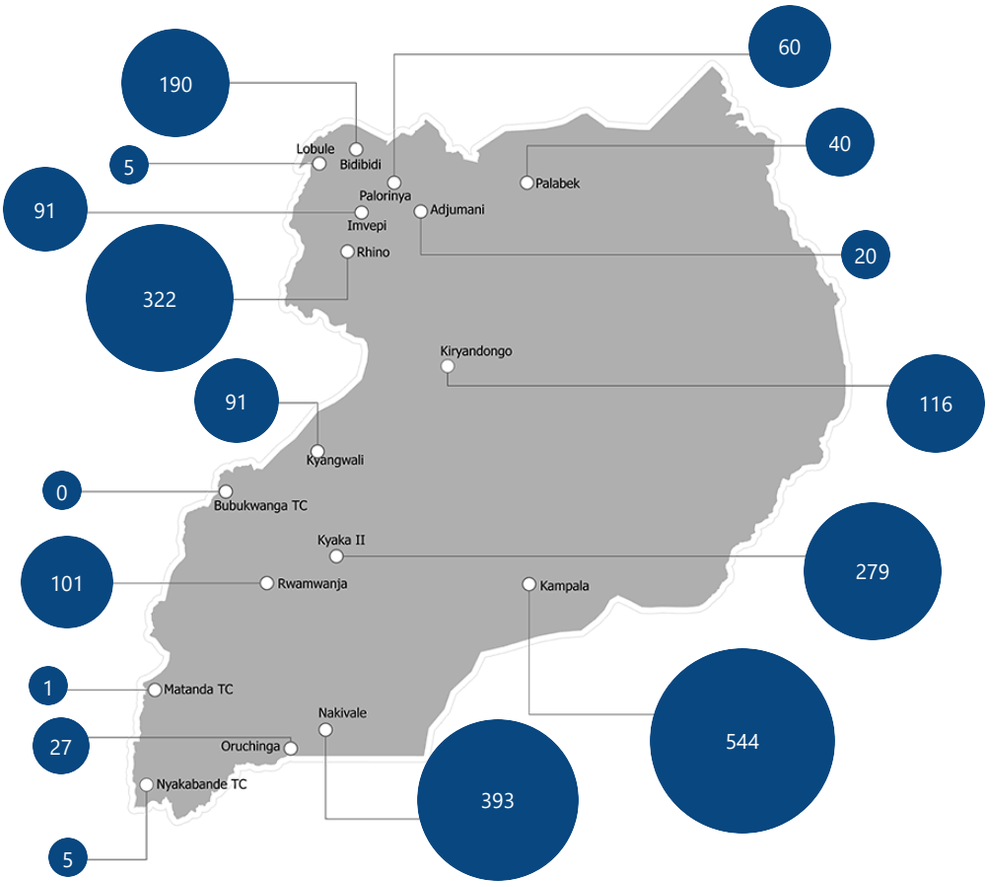
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

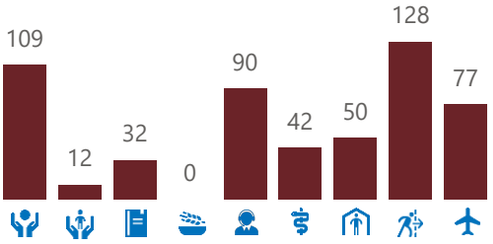




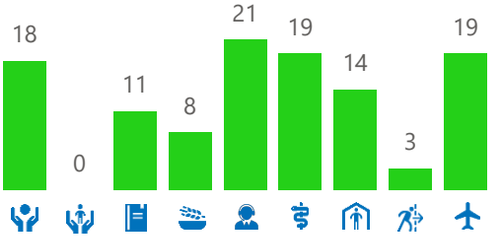
NEW QUERIES by SECTOR and LOCATION

- 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

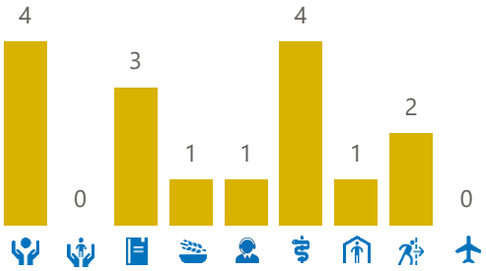
Kampala - Urban



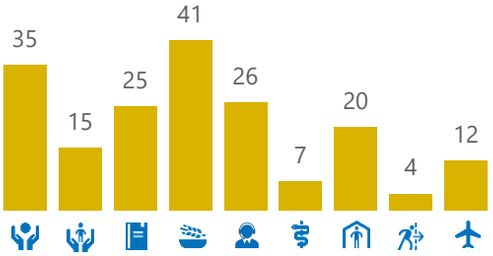
Kiryandongo - Mid West



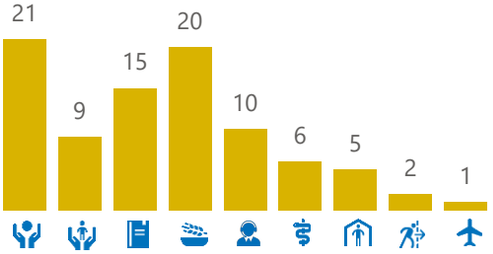
Adjumani - West Nile



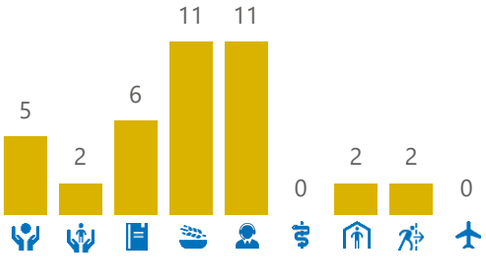
Bidibidi - West Nile



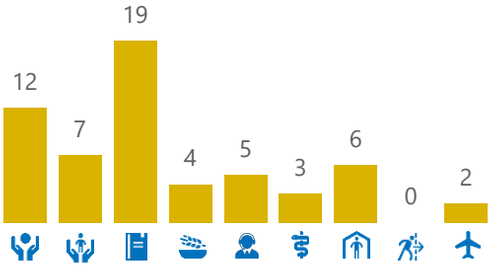
Imvepi - West Nile



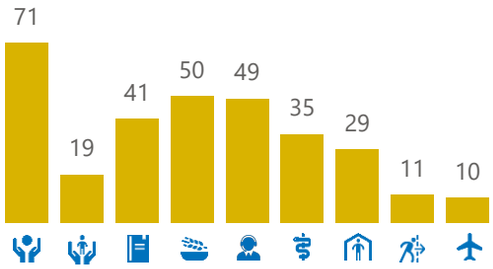
Palabek - West Nile



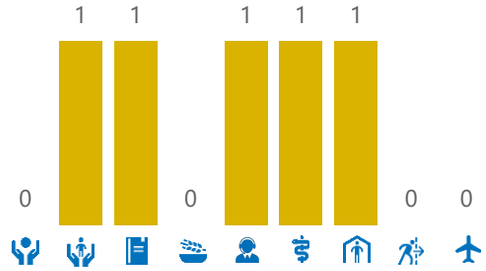
Palorinya - West Nile



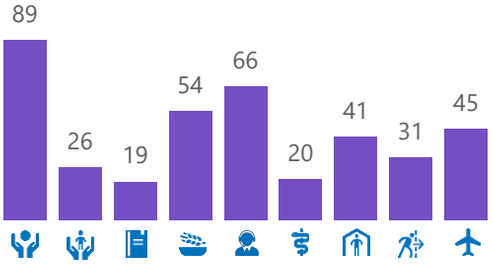
Rhino Camp - West Nile



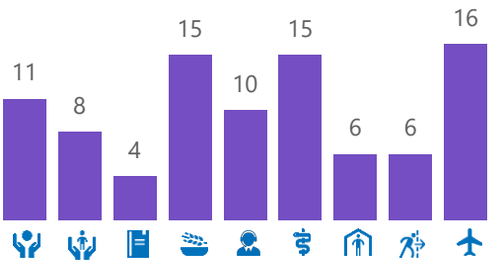
Lobule - West Nile



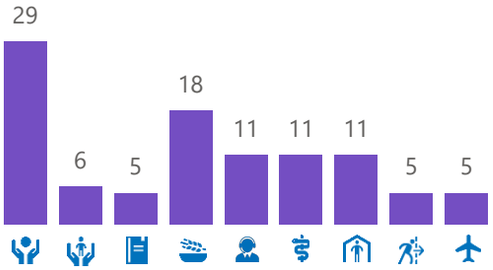
Nakivale - South West



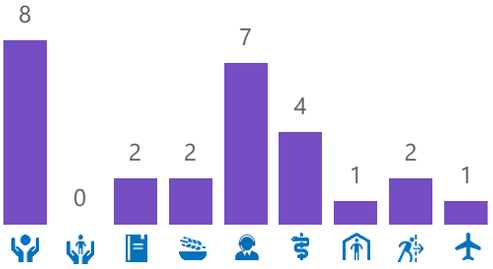
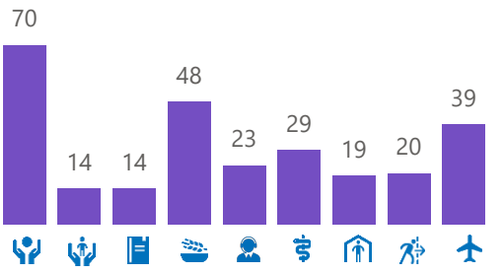
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West