We.Link

Uliza - We Listen!

UNHCR
The UN Refugee Agency

Interagency We.Link (formerly FRRM)

July 2025 Newsletter

Community engagement and awareness session on We.Link and integrity in Kiryandongo settlement in Q2 2025. Photo ©UNHCR Mohsen Alavian

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 17,658 calls and 2,672 new queries during July 2025 representing a 22.2% reduction compared to June 2025. 1,282 (48.0%) new queries came from females and 1,390 (52%) from males.

At the helpline level, 1,754 (65.64%) queries were resolved using FAQs. The remaining included 27 (1.01%) biodata updates and 891 (33.35%) 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 857 Category 3 referrals (requests for assistance) during the month and this included 301 from those received and closed within the month and 556 from the previous month's backlog across all locations. Overall, among referrals received during the month, 50.47% were resolved, 7.69% were still being actioned on and 27.51% remained unopened.

Nakivale registered the highest number of new queries (582) in the month. Kampala - Urban followed with 425 new queries; Rhino Camp with 318 new queries; Kyaka II with 285 new queries; and Bidibidi with 235 new queries.

Compared to June 2025, by sector, Food Assistance registered 404 new queries indicating a 60.5% decrease. This was followed by General Queries with 368 new queries and a 55.3% increase; Community Based Protection with 262 new queries and a 46.4% increase; Prioritization Review Mechanism (PRM / JAM) with 260 new queries and a 71.8% decrease; Legal and Physical Protection with 226 new queries and a 37.8% increase.

48.0% of callers in July were **women and girls**

65.6% of the calls were resolved directly **by the helpline**

34.4% 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	27	1.0%	↓ -41.30%
1 General and/or positive feedback (no response required)	31	1.2%	↑ 55.00%
2 Information request answered directly using standard FAQs	1,723	64.5%	↓ -35.49%
3 Request for support and assistance through a referral	858	32.1%	↑ 28.06%
4 Calls relating to allegations of fraud, corruption	28	1.0%	↑ 33.33%
5 Calls regarding serious life-threatening cases	5	0.2%	↓ -28.57%

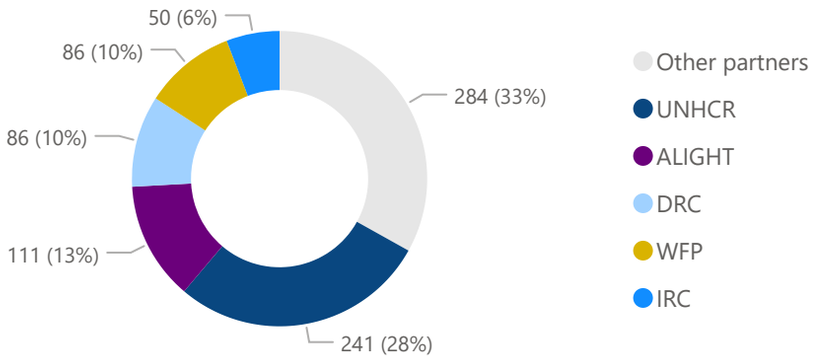
(*) The reduction is due to the closure of the appeals window for review of food categories in the previous month.

REFERRALS to UNHCR and PARTNERS

858
Number of Category 3 referrals received

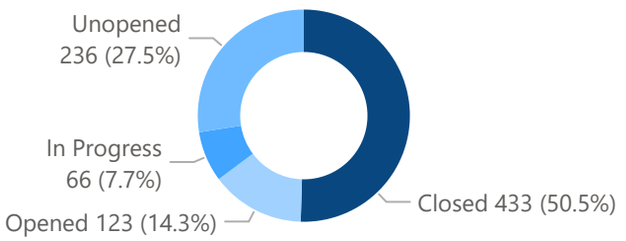
28.1%
Percentage change from the previous month

26
Number of agencies who received referrals



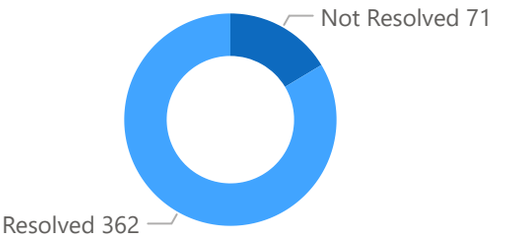
ACTION on CATEGORY 3 REFERRALS

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



** The report shows data as of 22 August 2025.*

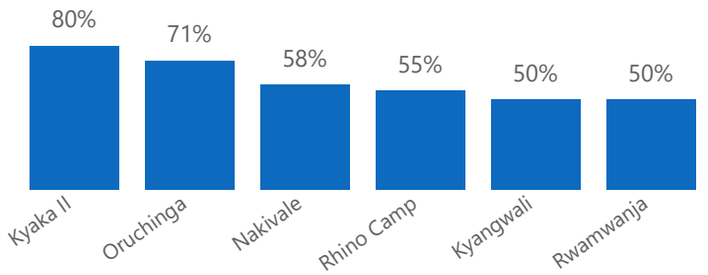
Resolution status of Category 3 closed queries (**)



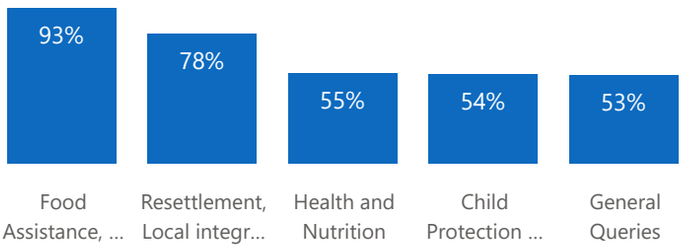
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

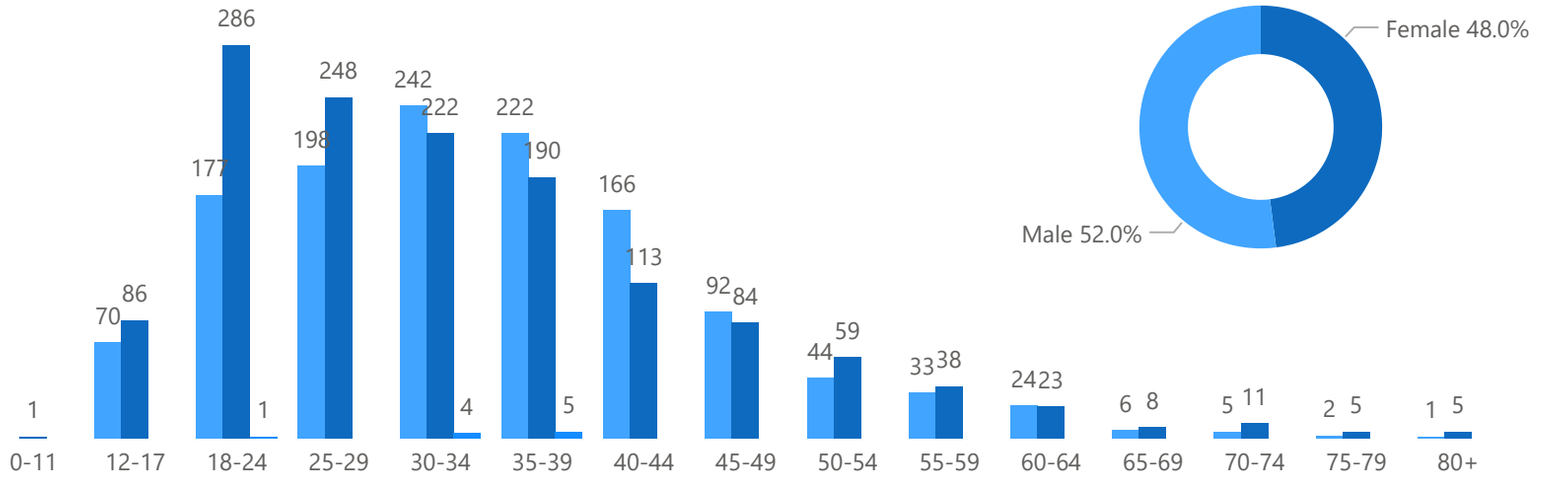


POSITIVE FEEDBACK RECEIVED

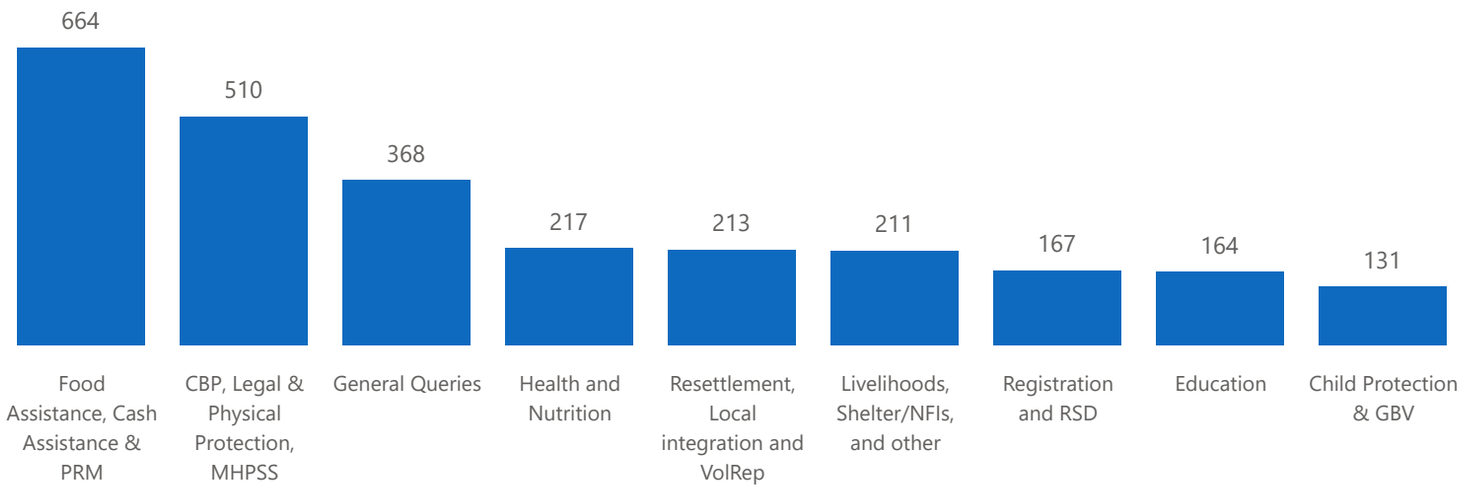
- FDSP called to extend her gratitude to MTI and IRC for giving her upkeep for both patient plus caregiver and treatment when they were referred to another hospital for better health care. - **25-year-old Female South Sudanese refugee, Palorinya settlement, (Jul 2025)**
- The FDSP expressed appreciation to Denis and Carol, UNHCR staff members, for consistently following up with him and providing guidance since being out of the protection house in February 2025. - **26-year-old Male South Sudanese refugee, Kyaka II settlement, (Jul 2025)**
- The FDSP called to appreciate the child protection partner, ALIGHT, for providing a mattress and clothes for her children. - **40-year-old Female Burundian refugee, Oruchinga settlement, (Jul 2025)**

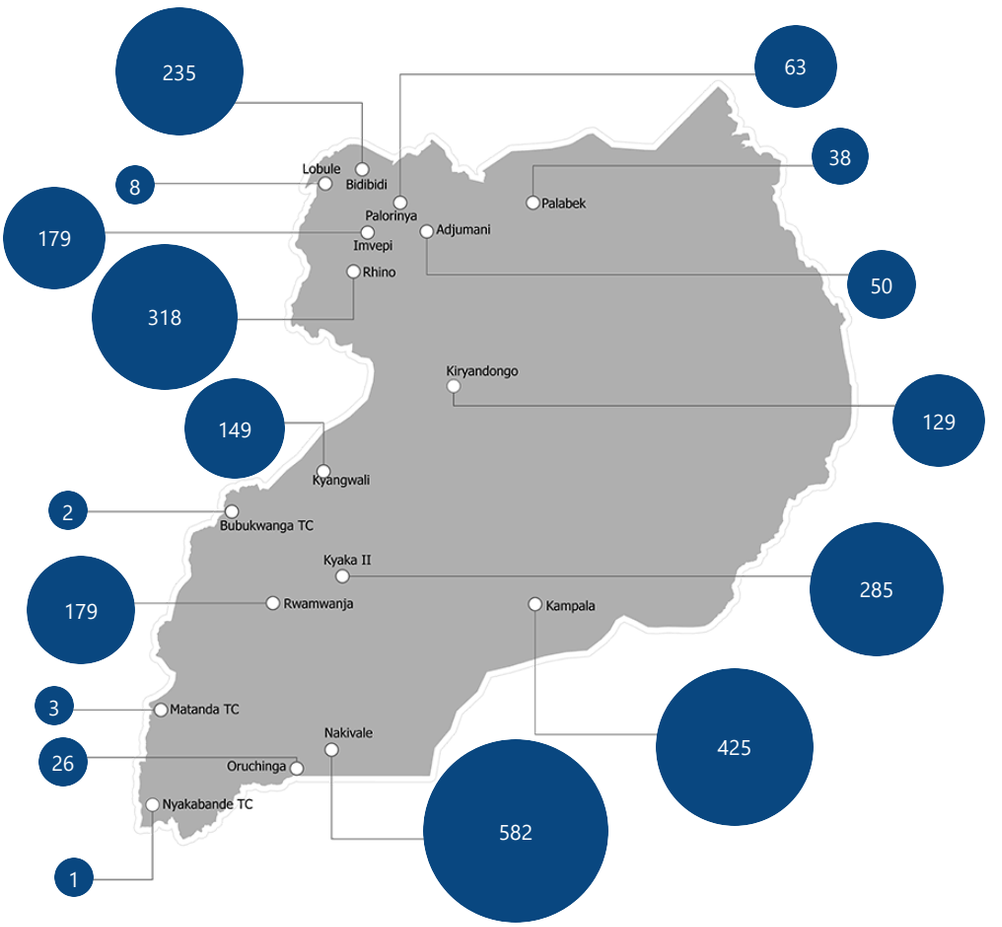
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

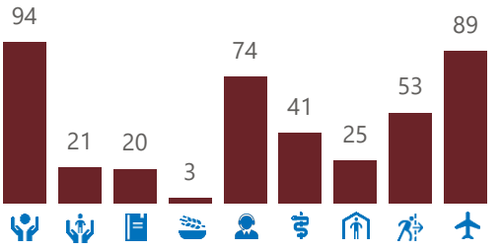




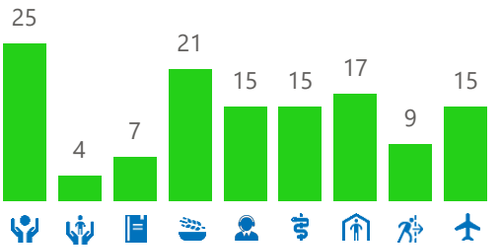
NEW QUERIES by SECTOR and LOCATION

- 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

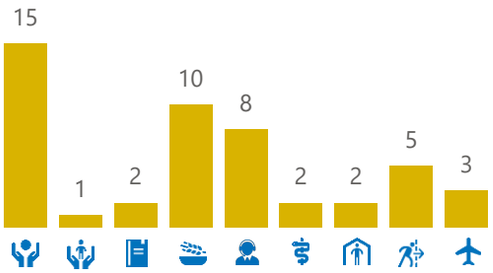
Kampala - Urban



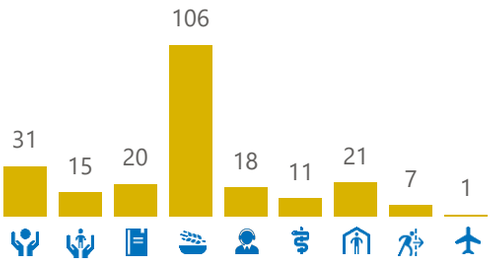
Kiryandongo - Mid West



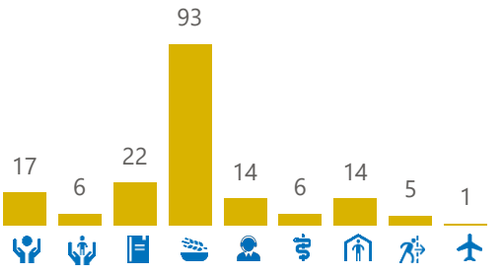
Adjumani - West Nile



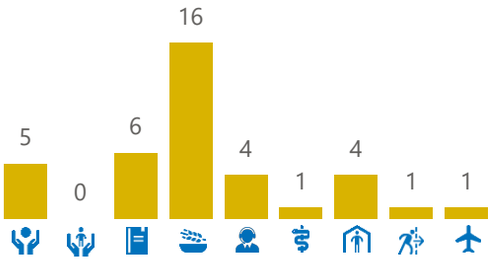
Bidibidi - West Nile



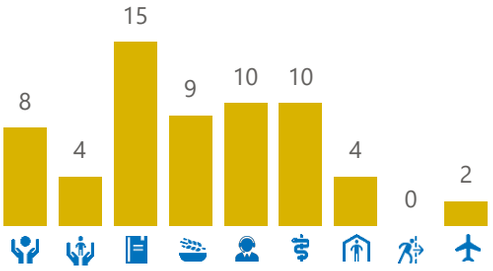
Imvepi - West Nile



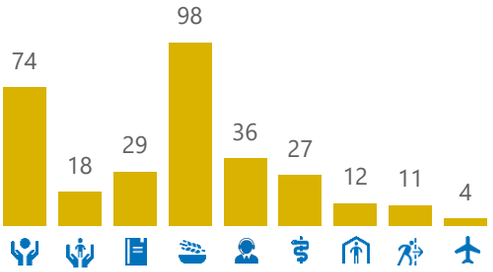
Palabek - West Nile



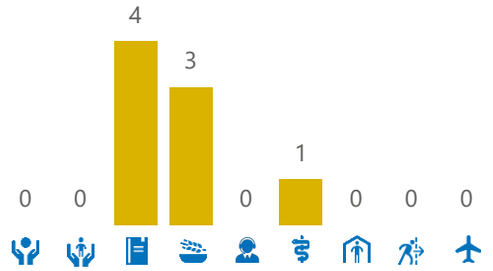
Palorinya - West Nile



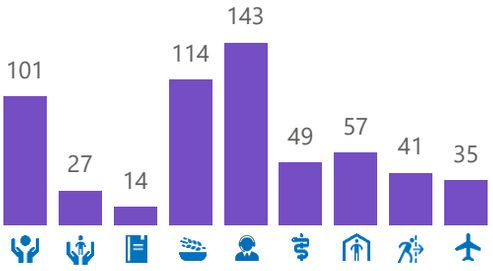
Rhino Camp - West Nile



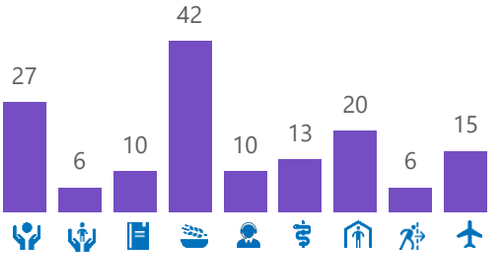
Lobule - West Nile



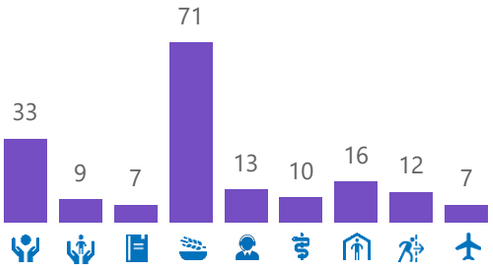
Nakivale - South West



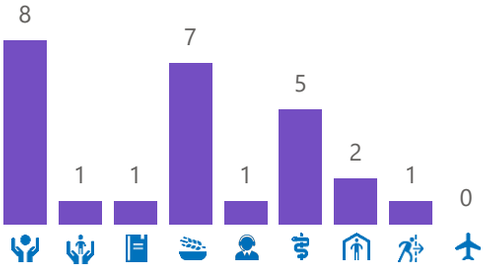
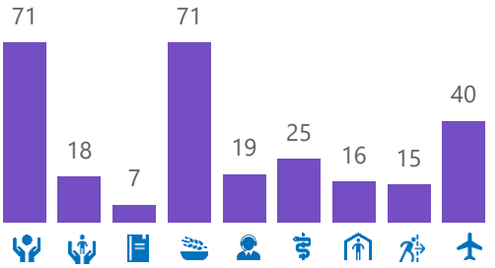
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West