We.Link

UNHCR The UN Refugee Agency

Uliza - We Listen!

Interagency We.Link (formerly FRRM)

June 2025 Newsletter

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

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 24,062 calls and 3,436 new queries during June 2025 representing a 64.6% reduction compared to May 2025. 1,666 (48.5%) new queries came from females and 1,770 (51.5%) from males.

At the helpline level, 2,691 (78.32%) queries were resolved using FAQs. The remaining included 46 (1.34%) biodata updates and 699 (20.34%) 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 478 Category 3 referrals (requests for assistance) during the month and this included 189 from those received and closed within the month and 289 from the previous month's backlog across all locations. Overall, among referrals received during the month, 45.52% were resolved, 5.52% were still being actioned on and 31.94% remained unopened.

Nakivale registered the highest number of new queries (560) in the month. Bidibidi followed with 514 new queries; Rhino Camp with 496 new queries; Kyaka II with 430 new queries; and Palabek with 295 new queries.

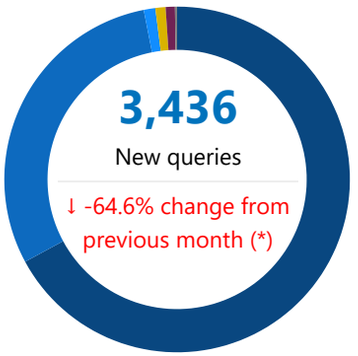
Compared to May 2025, by sector, Food Assistance registered 1,022 new queries indicating a 81.0% decrease. This was followed by Prioritization Review Mechanism (PRM / JAM) with 921 new queries and a 57.8% decrease; General Queries with 238 new queries and a 25.2% decrease; Community Based Protection with 175 new queries and a 41.7% decrease; Legal and Physical Protection with 164 new queries and a 1.2% increase.

48.5% of callers in June were **women and girls**

78.3% of the calls were resolved directly **by the helpline**

21.7% 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	46	1.3%	↓ -43.21%
1 General and/or positive feedback (no response required)	20	0.6%	↓ -16.67%
2 Information request answered directly using standard FAQs	2,671	77.7%	↓ -67.51%
3 Request for support and assistance through a referral	670	19.5%	↓ -50.22%
4 Calls relating to allegations of fraud, corruption	21	0.6%	↑ 31.25%
5 Calls regarding serious life-threatening cases	8	0.2%	↑ 100.00%

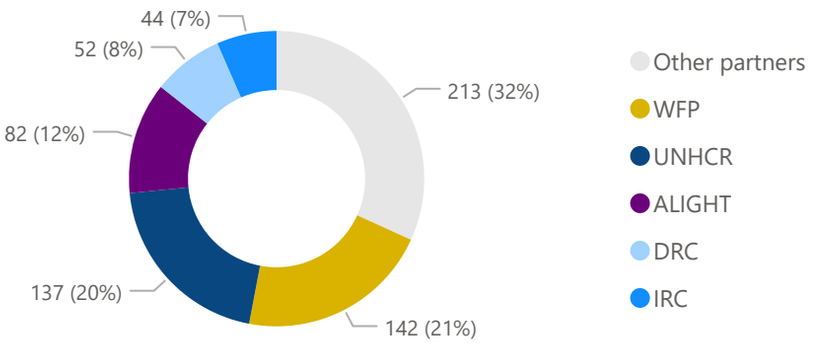
(*) The reduction is due to the closure of the appeals window for review of food categories in the previous month.

REFERRALS to UNHCR and PARTNERS

670
Number of Category 3 referrals received

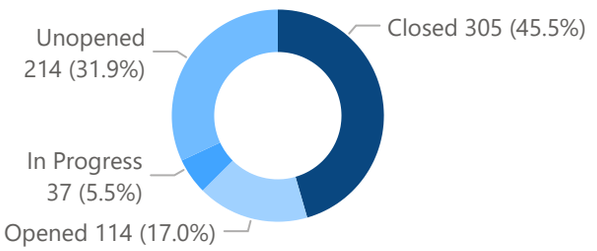
-50.2%
Percentage change from the previous month

25
Number of agencies who received referrals



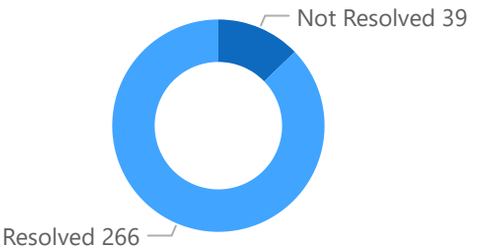
ACTION on CATEGORY 3 REFERRALS

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



** The report shows data as of 14 July 2025.*

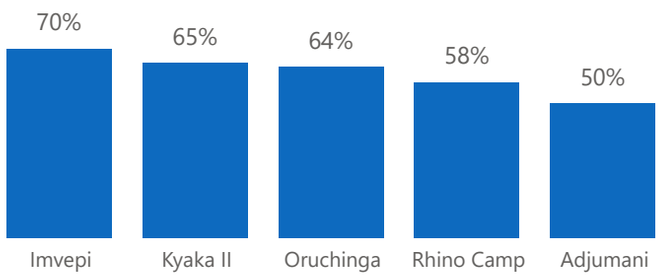
Resolution status of Category 3 closed queries (**)



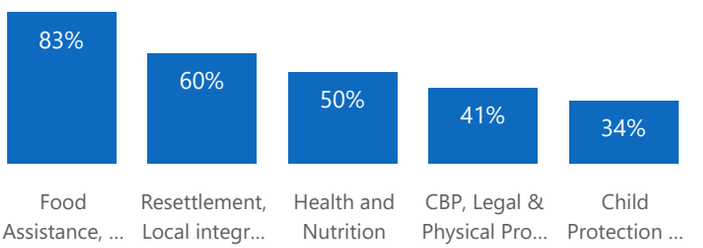
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

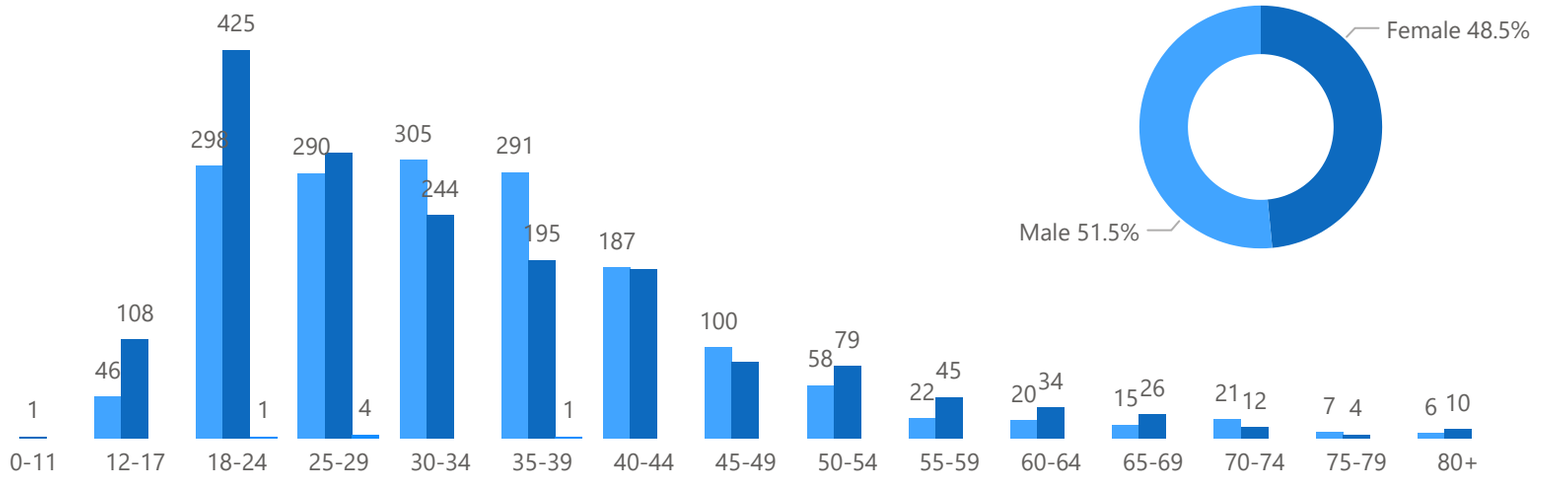


POSITIVE FEEDBACK RECEIVED

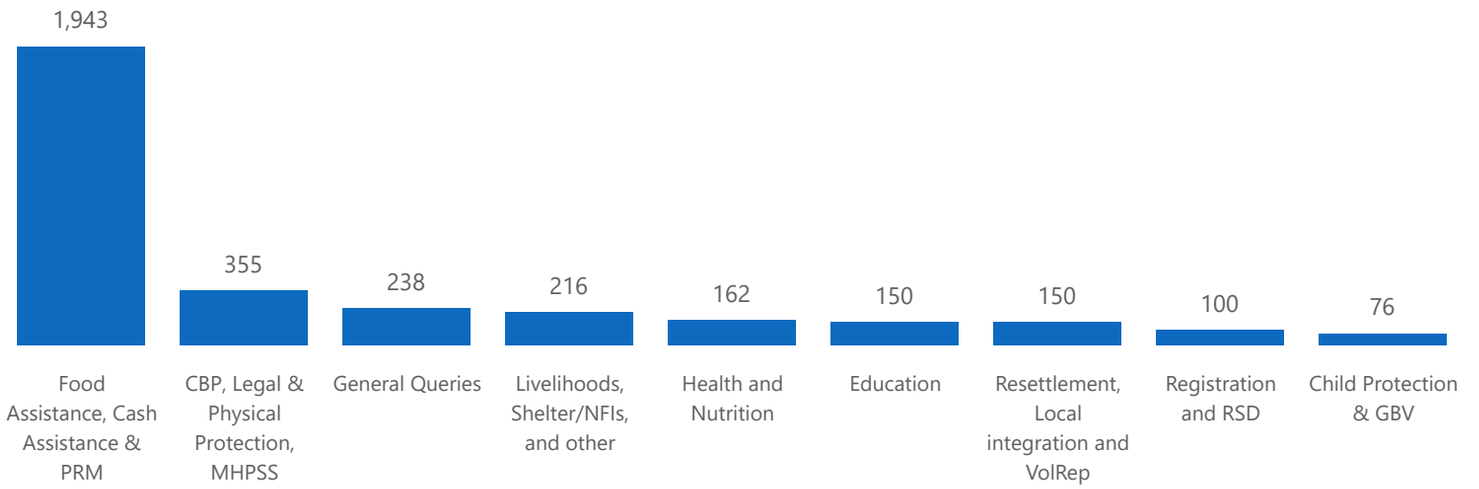
- The FDSP (Forcibly Displaced and Stateless Person) expressed her gratitude to the the partner, NRC for responding to her request made through the We.Link helpline and assessed her for possible financial assistance for her business that has been on the verge of collapsing. The helpline is also appreciated for linking her to NRC. - **Livelihoods, Kampala, (19 Jun 2025)**
- The FDSP called to appreciate a lawyer from the partner, NRC for always attending to him and providing legal assistance whenever he approaches the office for support. - **Legal and Physical Protection, Kampala, (19 Jun 2025)**
- The FDSP appreciated the We.Link helpline for submitting her request for review of her food category. She is now considered for food assistance and thanked WFP as well for the positive response. - **Food Assistance, Rhino Camp, (24 Jun 2025)**
- The FDSP called to appreciate the partner, DCA for the cash grant given to her in June 2025. She is grateful as she will use the money to start up a business to sustain her family. - **Livelihoods, Bidibidi, (25 Jun 2025)**
- The FDSP called to appreciate the partner, ALIGHT for supporting her with a plastic sheeting in June 2025 to reconstruct her house in response to a referral from the We.Link helpline. She would not have managed to do it herself due to her vulnerable state and appreciated the helpline as well. - **Community Based Protection, Nakivale, (24 Jun 2025)**
- The partner, ALIGHT was appreciated by the FDSP responding to a request for plastic sheeting received through the We.Link helpline. The partner followed up, assessed the FDSP and provided the required materials. The helpline was also appreciated for linking the FDSP to ALIGHT. - **Community Based Protection, Nakivale, (25 Jun 2025)**
- The FDSP appreciated the We.Link helpline for supporting him submit an appeal for recategorization of his food category. He also appreciated WFP for considering him and including him in the general food assistance manifest. - **PRM / JAM, Nakivale, (24 Jun 2025)**
- The FDSP called to express appreciation to the We.Link helpline for addressing his case regarding water shortage their zone. He stated that the issue was eventually resolved and he is grateful to the helpline and partners for the quick response. - **WASH, Rhino Camp, (24 Jun 2025)**

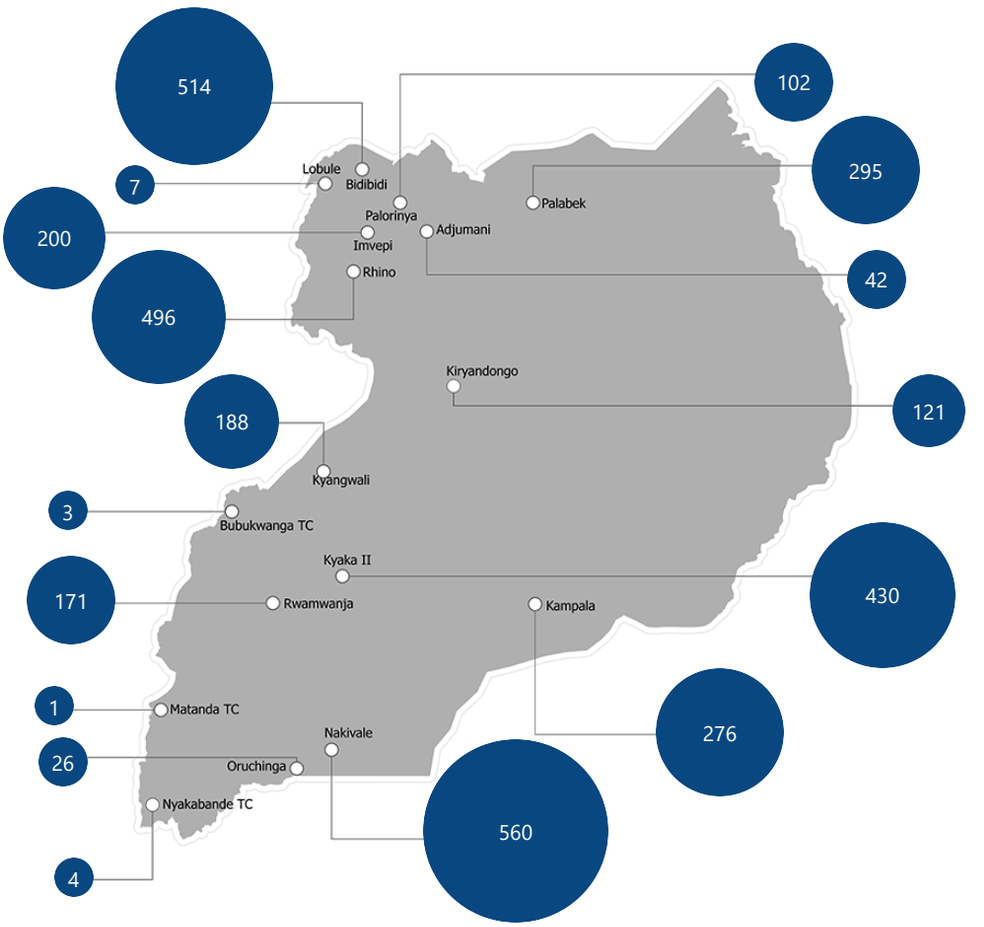
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

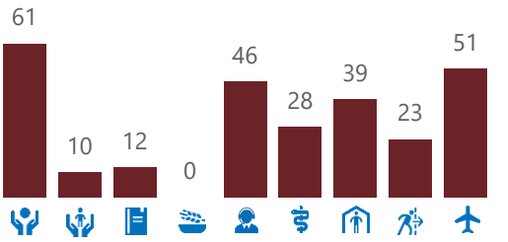




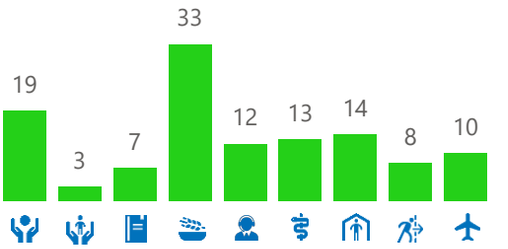
NEW QUERIES by SECTOR and LOCATION

- 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

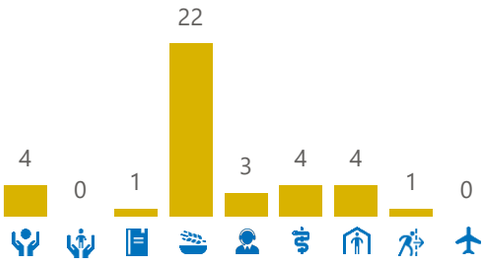
Kampala - Urban



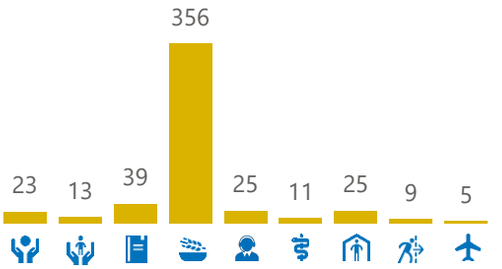
Kiryandongo - Mid West



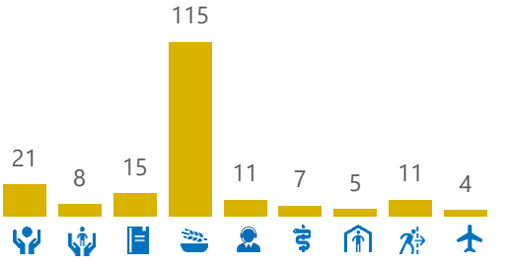
Adjumani - West Nile



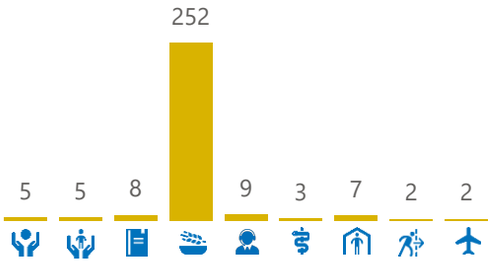
Bidibidi - West Nile



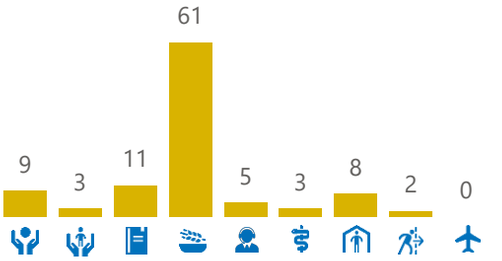
Imvepi - West Nile



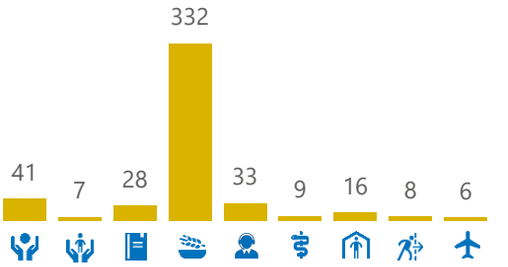
Palabek - West Nile



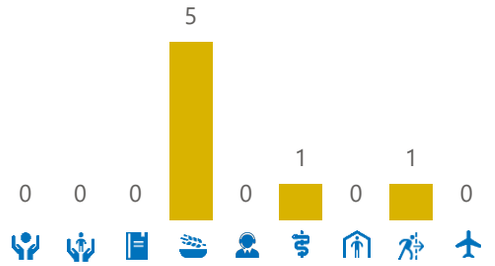
Palorinya - West Nile



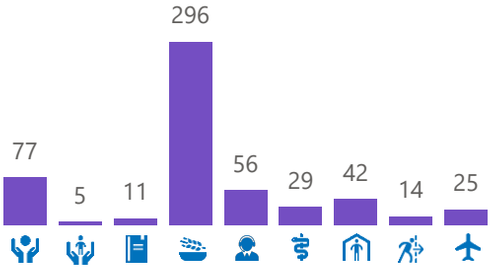
Rhino Camp - West Nile



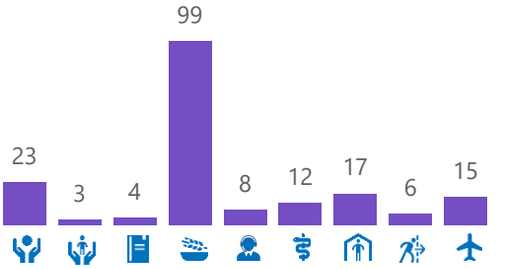
Lobule - West Nile



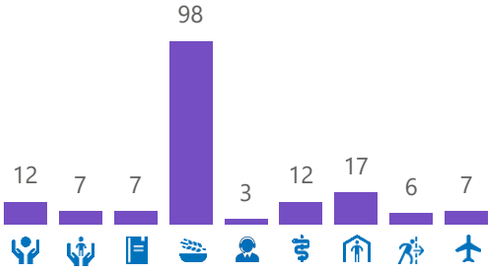
Nakivale - South West



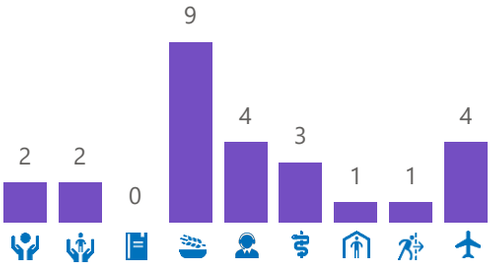
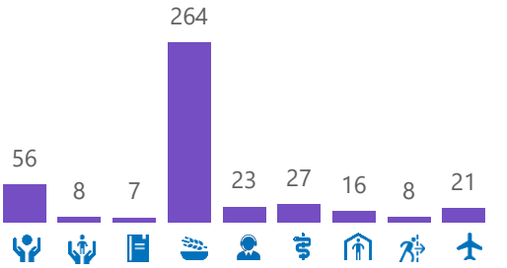
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West