We.Link

Uliza - We Listen!

UNHCR
The UN Refugee Agency

Interagency We.Link (formerly FRRM)

May 2025 Newsletter

Caption: We.Link/FRRM V3 community engagement and awareness session in Palorinya settlement in November 2024. Photo ©UNHCR_RMU

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 55,692 calls and 9,692 new queries during May 2025 representing a 209.5% increase compared to April 2025. 4,703 (48.5%) new queries came from females and 4,989 (51.5%) from males.

At the helpline level, 8,245 (85.07%) queries were resolved using FAQs. The remaining included 81 (0.84%) biodata updates and 1,366 (14.09%) 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 932 Category 3 referrals (requests for assistance) during the month and this included 465 from those received and closed within the month and 467 from the previous month's backlog across all locations. Overall, among referrals received during the month, 44.50% were resolved, 5.13% were still being actioned on and 38.11% remained unopened.

Bidibidi registered the highest number of new queries (1,939) in the month. Nakivale followed with 1,719 new queries; Kyaka II with 1,318 new queries; Rwamwanja with 1,099 new queries; and Palabek with 935 new queries.

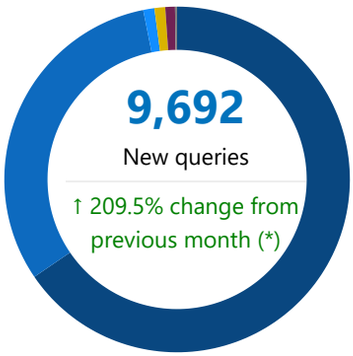
Compared to April 2025, by sector, Food Assistance registered 5,381 new queries indicating a 775.0% increase. This was followed by Prioritization Review Mechanism (PRM / JAM) with 2,185 new queries and a 10304.8% increase; General Queries with 316 new queries and a 7.9% decrease; Community Based Protection with 300 new queries and a 20.4% decrease; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 252 new queries and a 2.0% increase.

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

85.1% of the calls were resolved directly **by the helpline**

14.9% 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	81	0.8%	↑ 68.75%
1 General and/or positive feedback (no response required)	23	0.2%	↓ -34.29%
2 Information request answered directly using standard FAQs	8,222	84.8%	↑ 365.84%
3 Request for support and assistance through a referral	1,346	13.9%	↑ 9.61%
4 Calls relating to allegations of fraud, corruption	16	0.2%	↓ -63.64%
5 Calls regarding serious life-threatening cases	4	0.0%	↓ -63.64%

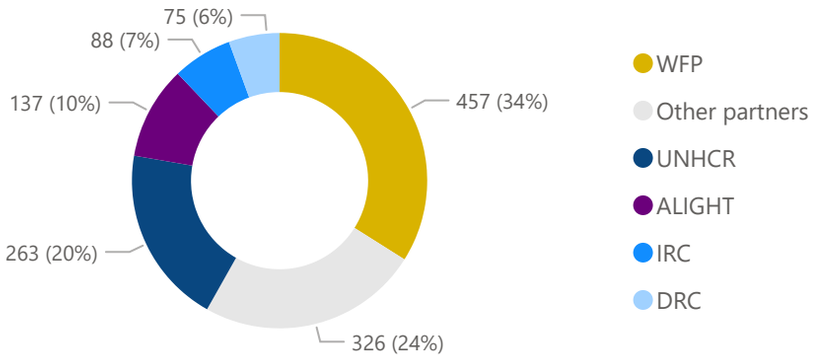
(*) The spike is due to the huge volume of inquiries on new food categories and appeals for re-categorization.

REFERRALS to UNHCR and PARTNERS

1,346
Number of Category 3 referrals received

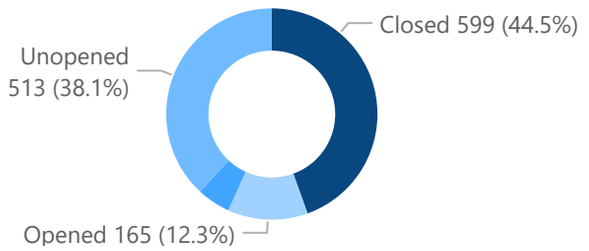
9.6%
Percentage change from the previous month

30
Number of agencies who received referrals



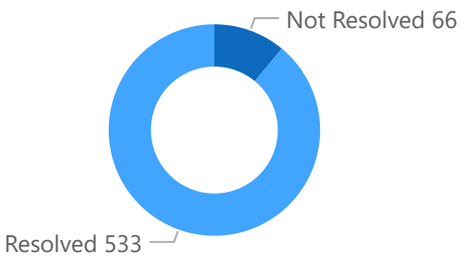
ACTION on CATEGORY 3 REFERRALS

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



** The report shows data as of 24 June 2025.*

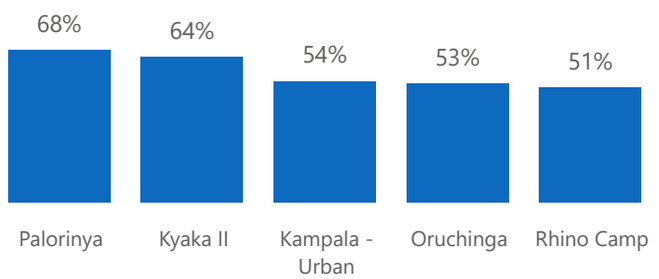
Resolution status of Category 3 closed queries (**)



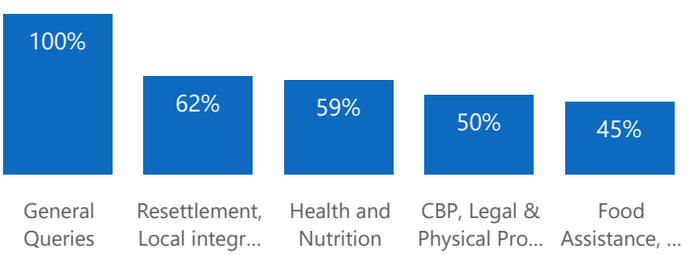
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

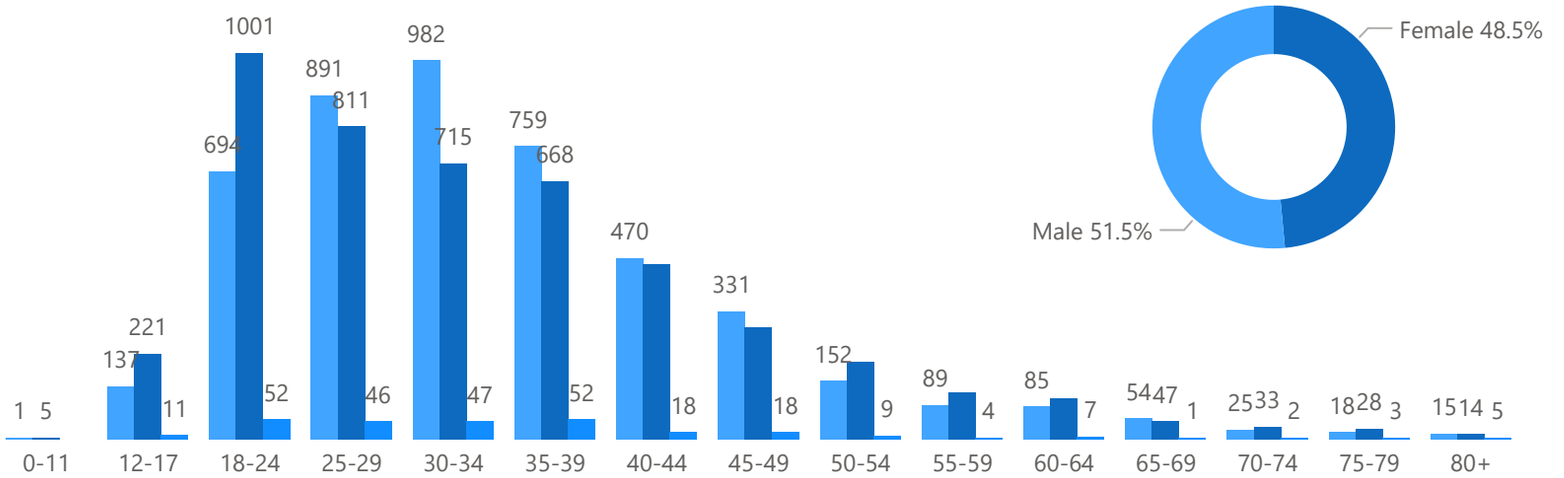


POSITIVE FEEDBACK RECEIVED

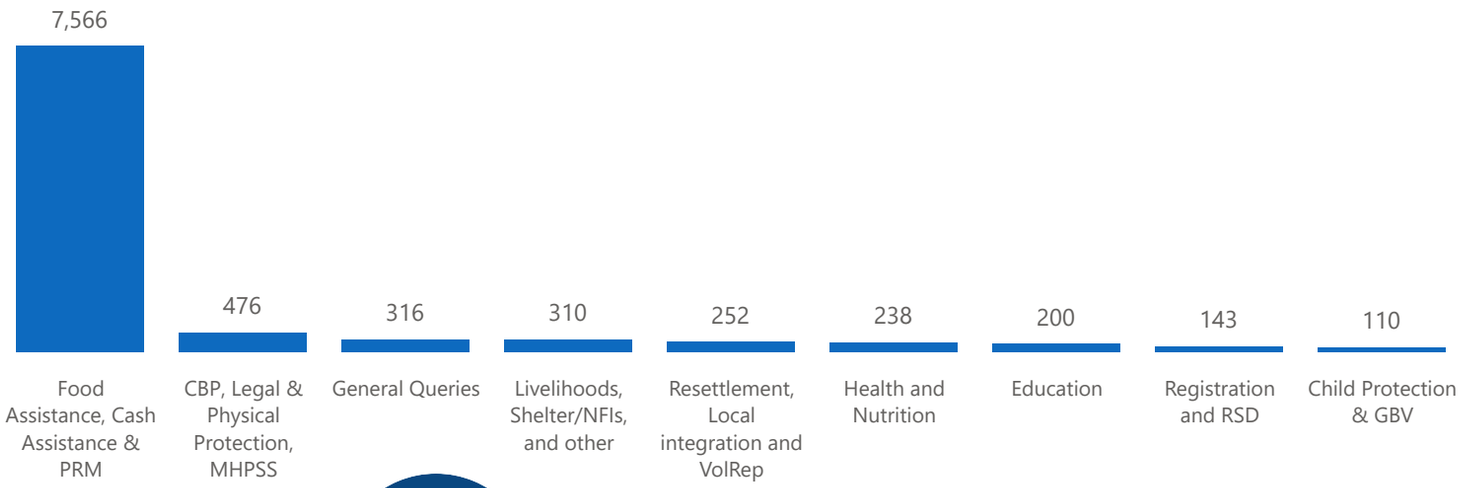
- The caller appreciated UNHCR, government and partners for the warm welcome and reception he received upon arrival from Burundi. He is grateful. - **General Queries, Nakivale, (06 May 2025)**
- The caller expressed gratitude to theWe.Link helpline for addressing her case to WFP regarding the delay in cash assistance for the 4th cycle. She eventually received the money early May 2025 and appreciates WFP for the response too. - **Food Assistance, Nakivale, (08 May 2025)**
- The FDSP appreciated the partner, DRC for the continous PSN cash assistance being provided to them since December 2024. She is forever grateful. - **Community Based Protection, Oruchinga, (01 May 2025)**
- The caller thanked the partner, MTI for the medical support provided to her son. In response to a referral from the helpline, MTI arranged an appointment and eventually provided the necessary assistance. - **Health and Nutrition, Rwamwanja, (09 May 2025)**
- The FDSP appreciated the partner, JRS for funding his treatment and medication which had been so costly. - **Health and Nutrition, Kampala, (21 May 2025)**
- The FDSP expressed his appreciation to the partner, ALIGHT for the NFIs and building materials cash provided to his family, in response to a referral received through the We.Link helpline. - **Shelter, Sites and NFIs, Nakivale, (16 May 2025)**
- The FDSP expressed her gratitude to the partner, ALIGHT for providing cosmetics, detergents and sanitary items in May 2025, in addition to beddings previously given to her children. She is grateful for the continous support. - **Community Based Protection, Oruchinga, (28 May 2025)**
- The FDSP had missed her PSN cash assistance from the partner, DRC for a month but this was later paid in April 2025. She called to appreciate DRC for the response. - **Community Based Protection, Kyaka II, (07 May 2025)**

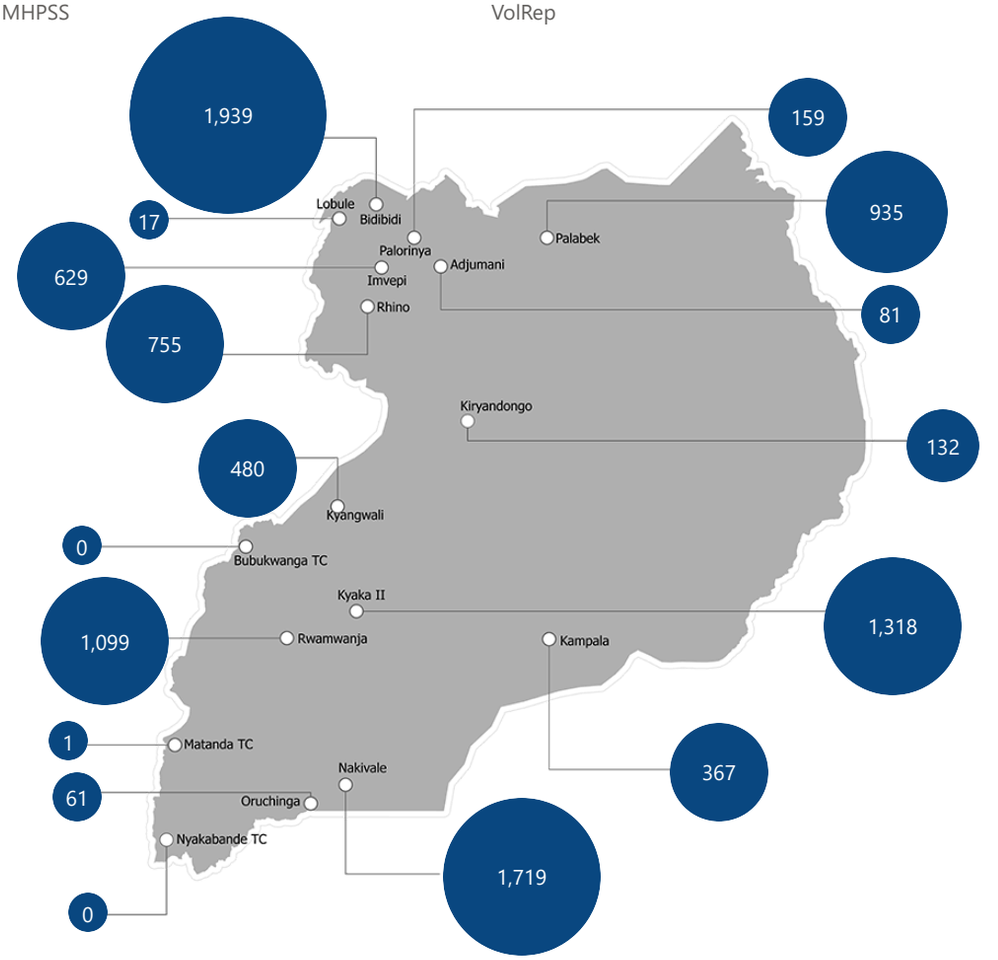
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

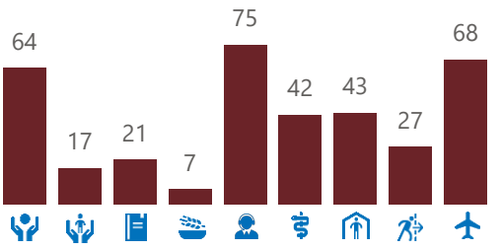




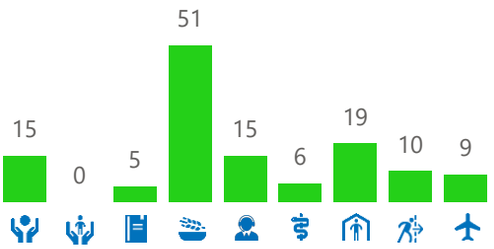
NEW QUERIES by SECTOR and LOCATION

- 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

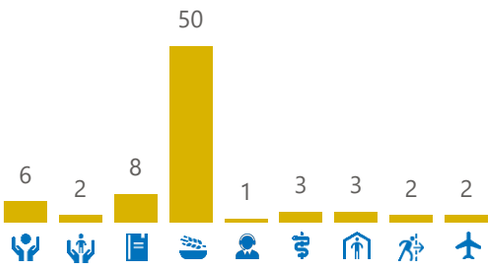
Kampala - Urban



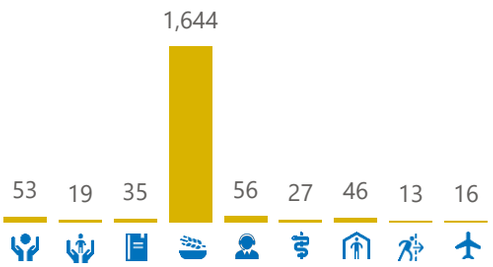
Kiryandongo - Mid West



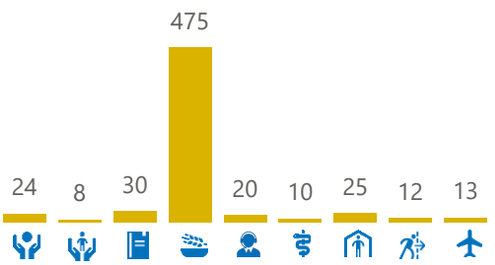
Adjumani - West Nile



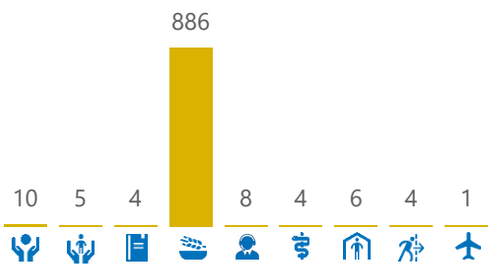
Bidibidi - West Nile



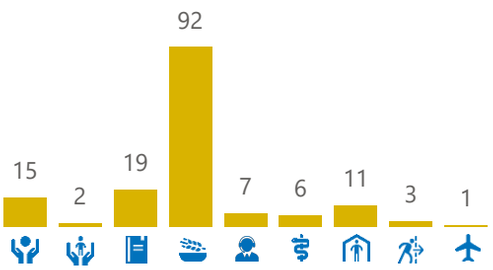
Imvepi - West Nile



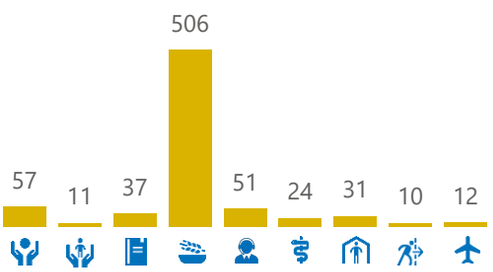
Palabek - West Nile



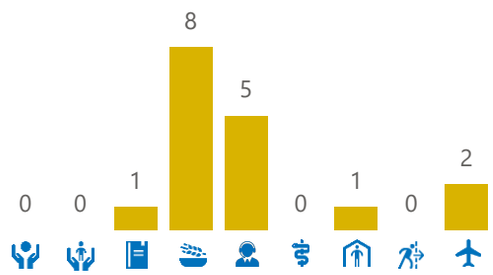
Palorinya - West Nile



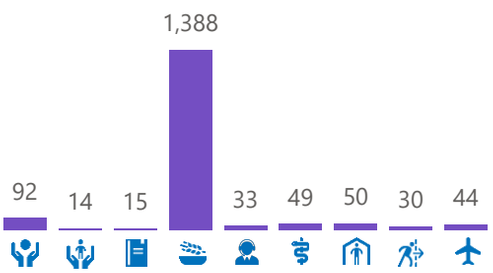
Rhino Camp - West Nile



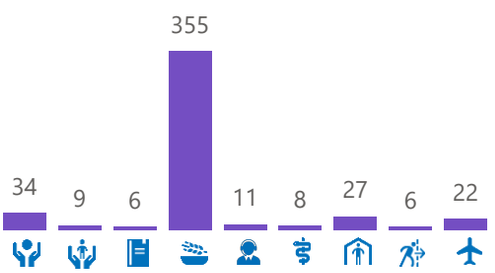
Lobule - West Nile



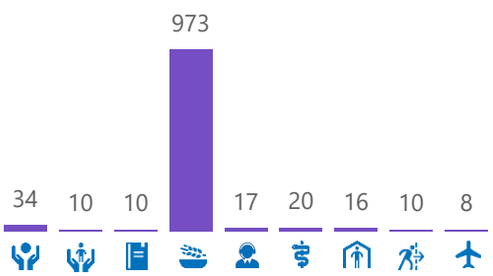
Nakivale - South West



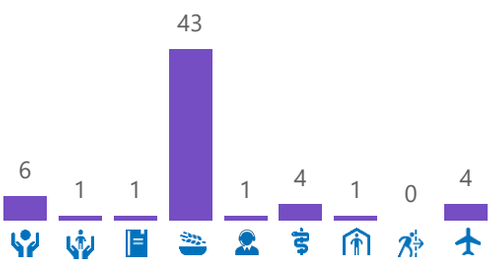
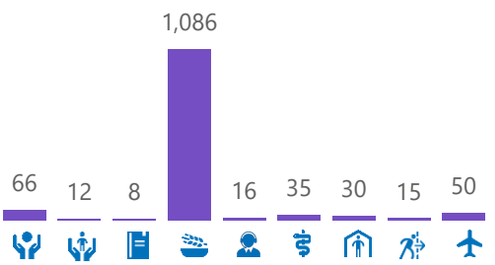
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West