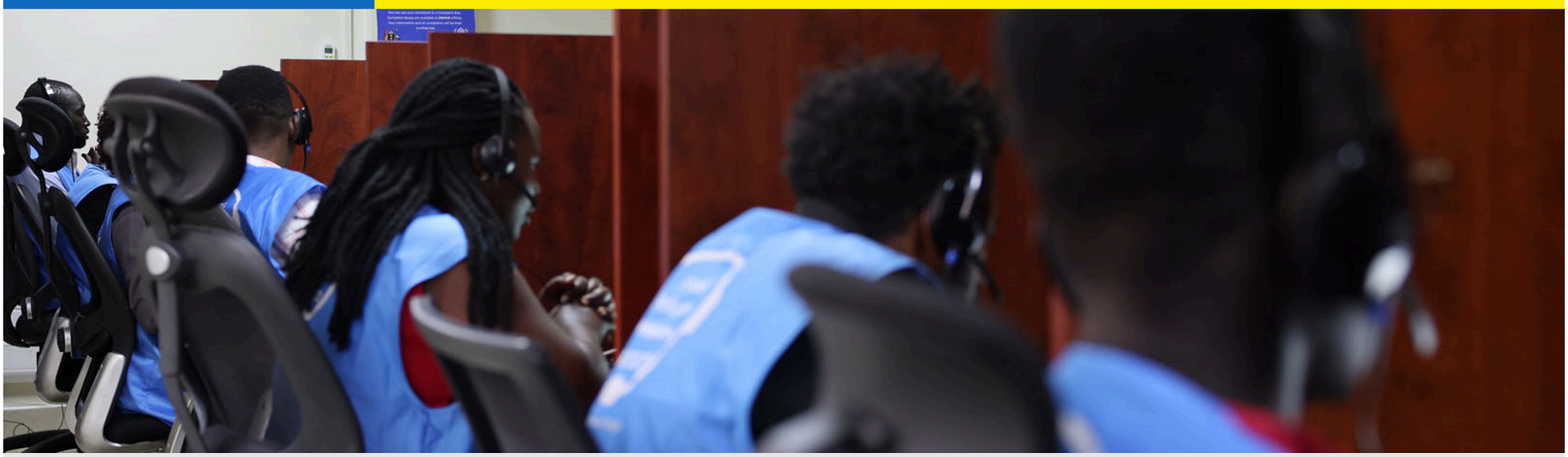
Uliza - We Listen
Interagency We.Link (formerly FRRM)
April 2025 Newsletter



Caption: A section of the We.Link (formerly FRRM) call center in Kampala. Photo ©UNHCR Uganda.

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 21,206 calls and 3,131 new queries during April 2025 representing a 6.2% increase compared to March 2025. 1,479 (47.2%) new queries came from females and 1,652 (52.8%) from males.

At the helpline level, 1,800 (57.49%) queries were resolved using FAQs. The remaining included 48 (1.53%) biodata updates and 1,283 (40.98%) 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 1,318 Category 3 referrals (requests for assistance) during the month and this included 460 from those received and closed within the month and 858 from the previous month's backlog across all locations. Overall, among referrals received during the month, 55.46% were resolved, 8.96% were still being actioned on and 27.61% remained unopened.

Kampala - Urban registered the highest number of new queries (526) in the month. Nakivale Settlement followed with 432 new queries; Rhino Camp Settlement with 406 new queries; Bidibidi Settlement with 384 new queries; and Kyaka II Settlement with 329 new queries.

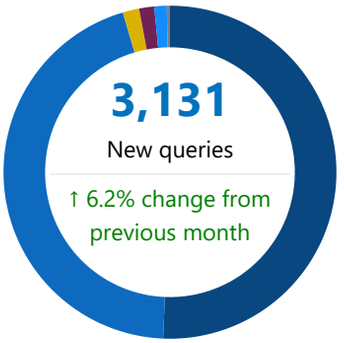
Compared to March 2024, by sector, Food Assistance registered 615 new queries indicating a 68.5% increase. This was followed by Community Based Protection with 375 new queries and a 25.1% decrease; General Queries with 343 new queries and a 31.9% increase; Education with 326 new queries and a 4.5% increase; Health and Nutrition with 288 new queries and a 19.0% increase.

47.2% of callers in April were **women and girls**

57.5% of the calls were resolved directly **by the helpline**

42.5% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



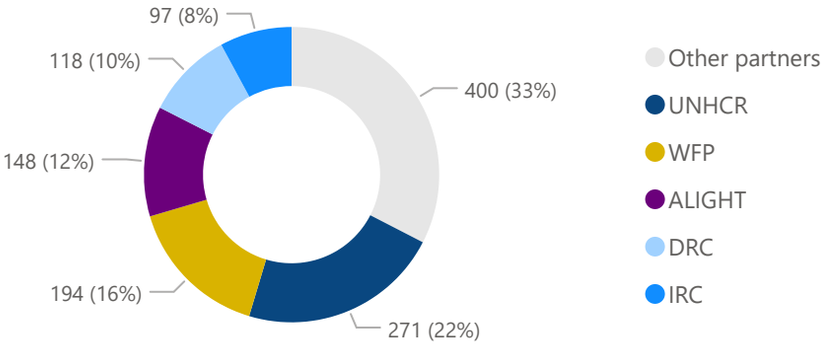
Call Category	New queries	% of total queries	% change from previous month
0 Biodata updates	48	1.5%	↑ 37.1%
1 General and/or positive feedback (no response required)	35	1.1%	↓ -0.3%
2 Information request answered directly using standard FAQs	1,765	56.4%	↑ 0.2%
3 Request for support and assistance through a referral	1,228	39.2%	↓ -6.1%
4 Calls relating to allegations of fraud, corruption	44	1.4%	↑ 37.5%
5 Calls regarding serious life-threatening cases	11	0.4%	↑ 37.5%

REFERRALS to UNHCR and PARTNERS

1,228
Number of Category 3 referrals received

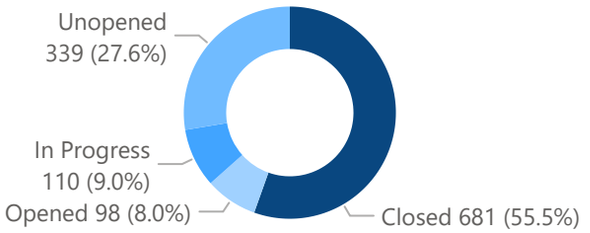
-6.1%
Percentage change from the previous month

32
Number of agencies who received referrals



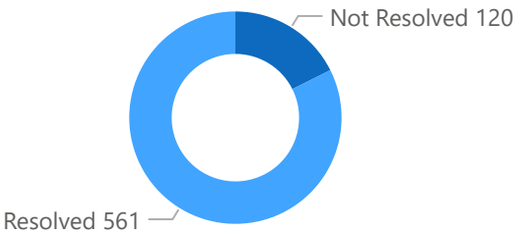
ACTION on CATEGORY 3 REFERRALS

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



** The report shows data as of 27 May 2025.*

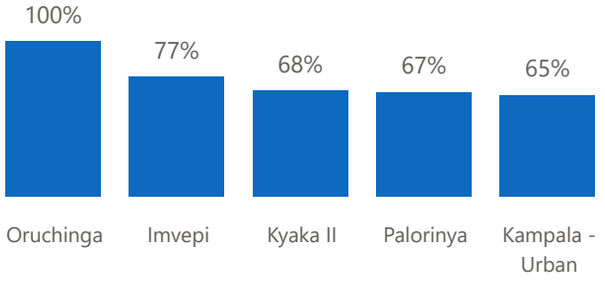
Resolution status of Category 3 closed queries (**)



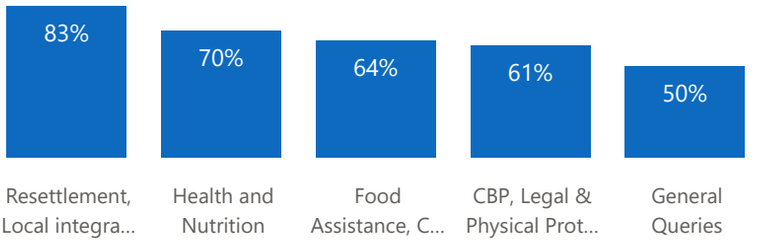
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

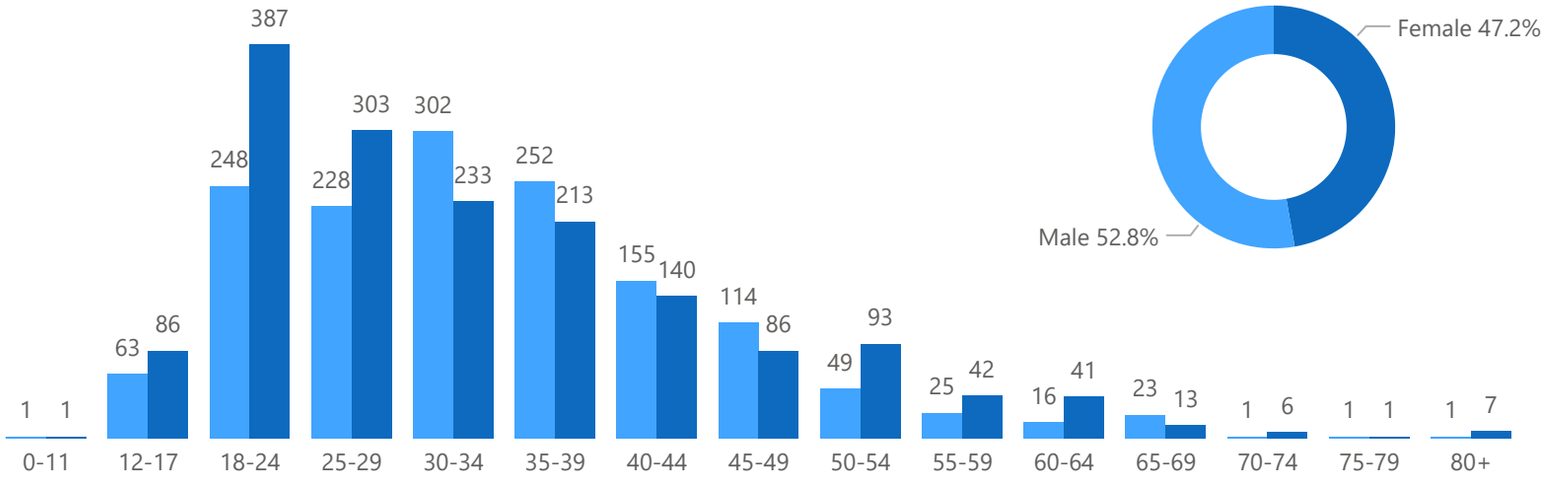


POSITIVE FEEDBACK RECEIVED

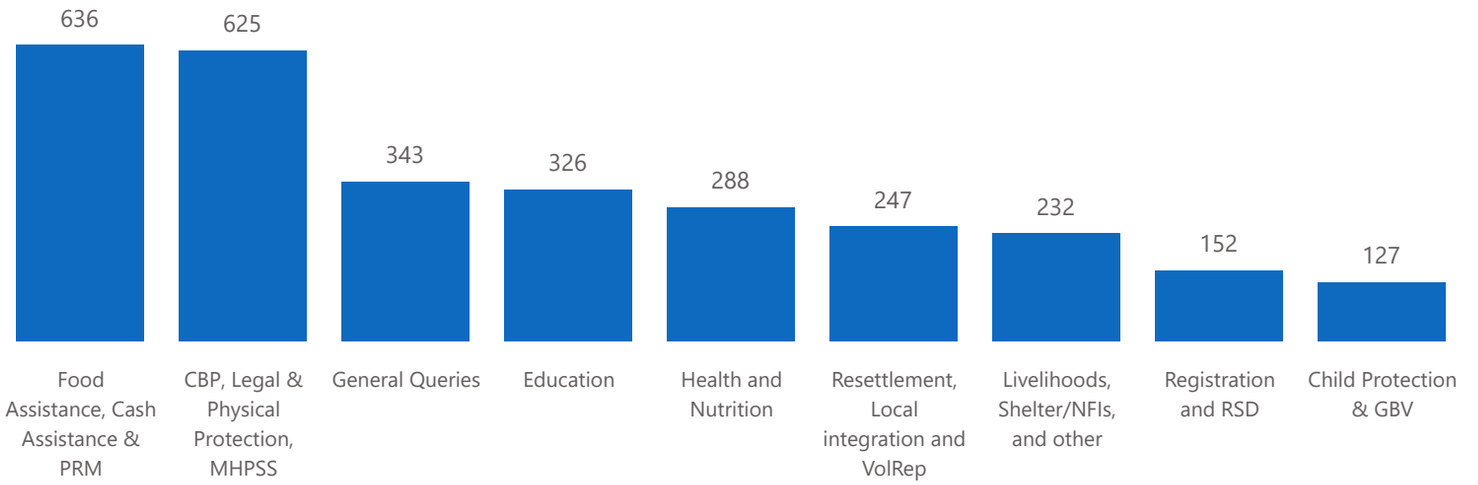
- The FDSP expressed his appreciation to OPM for replacing her identify documents that had been burnt in a fire at home in December 2024. This was in response to a referral addressed to them through the helpline. - **Registration, Nakivale, (08 Apr 2025)**
- The FDSP expressed his gratitude to the partner, RLP for conducting a home visit assessment on 16 April 2025, after which he received essential food assistance for his family and he is grateful for the timely assistance provided. - **Community Based Protection, Kampala, (24 Apr 2025)**
- The FDSP expressed his gratitude to NRC staff in Kabusu for properly attending to him on 16 April 2025 and linking him with RLP for further support. The caller appreciated RLP for the assistance too. - **Community Based Protection, Kampala, (24 Apr 2025)**
- The FDSP expressed his gratitude to the partners, JRS and AHA for the medical and financial support provided to him and his daughter in addition to transportation. This was in response to a referral addressed to them through the FRRM/We.Link helpline and the partners are appreciated for the coordination. - **Health and Nutrition, Kampala, (24 Apr 2025)**
- The FDSP, in relation to a referral through the helpline called to appreciate UNHCR and MTI for their continuous support in attending to her child's medical needs. She is further grateful for the support recently provided from Kiruddu hospital in Kampala. - **Health and Nutrition, Rwamwanja, (21 Apr 2025)**
- The FDSP thanked the FRRM/We.Link helpline for the guidance he received on 2nd April 2025 while seeking medical support at the transit center. He eventually was assisted by the partner, ALIGHT and is grateful to them too. - **Health and Nutrition, Matanda TC, (02 Apr 2025)**
- The FDSP expressed his gratitude to UNHCR and partners for the support and all services provided to all FDSPs in the country - **General Queries, Nakivale, (21 Apr 2025)**

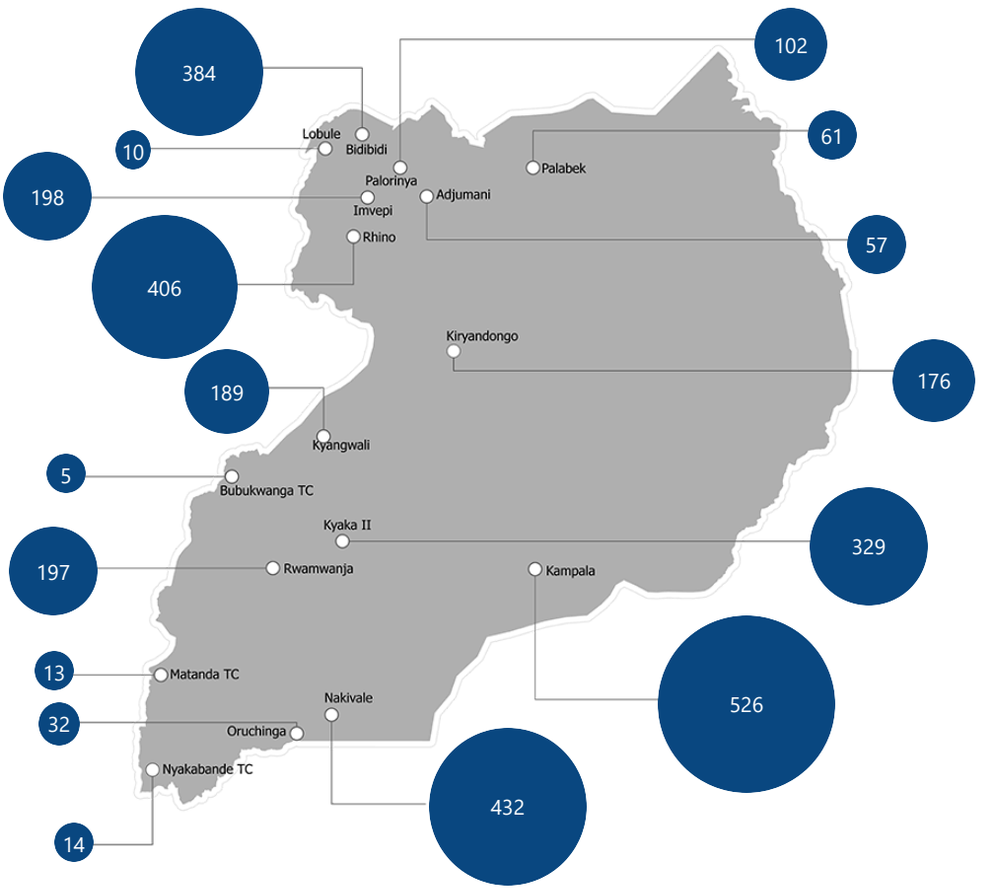
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

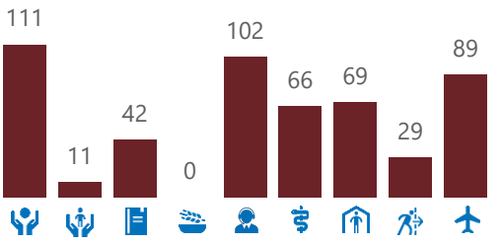




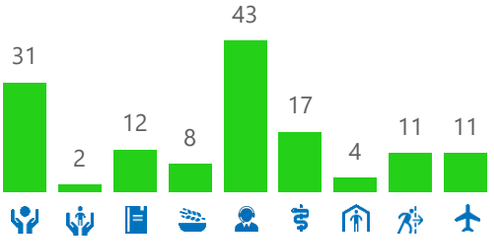
NEW QUERIES by SECTOR and LOCATION

- 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

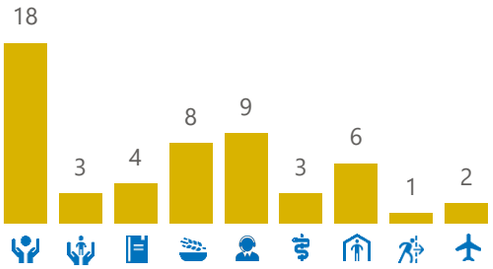
Kampala - Urban



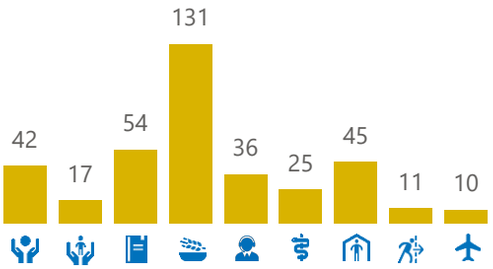
Kiryandongo - Mid West



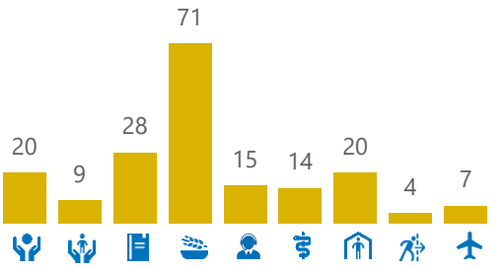
Adjumani - West Nile



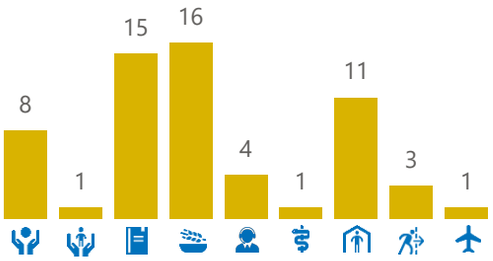
Bidibidi - West Nile



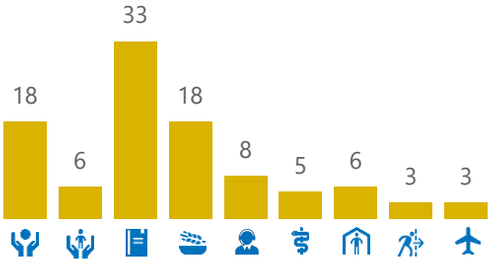
Imvepi - West Nile



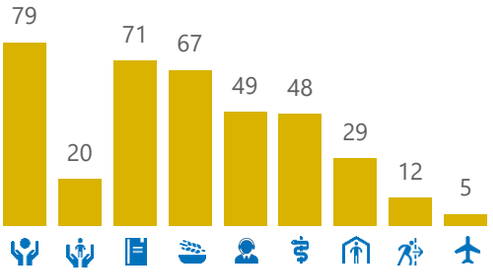
Palabek - West Nile



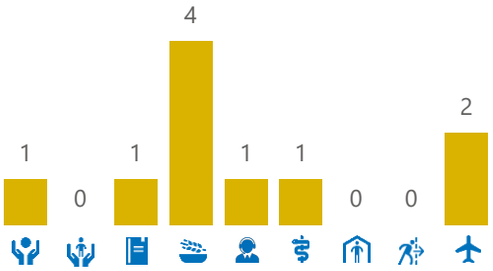
Palorinya - West Nile



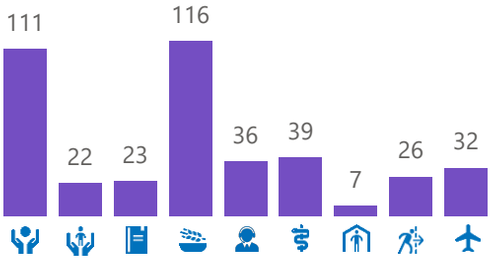
Rhino Camp - West Nile



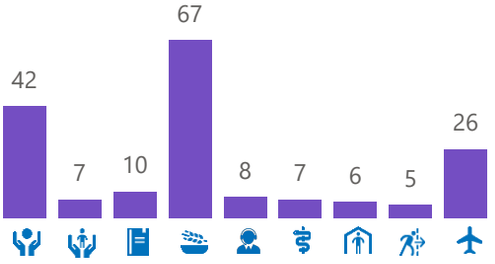
Lobule - West Nile



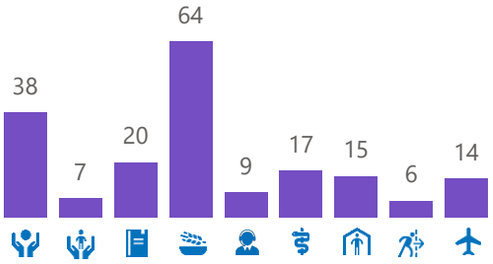
Nakivale - South West



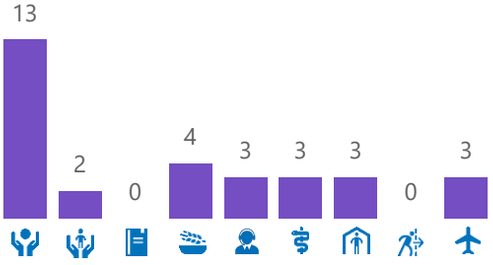
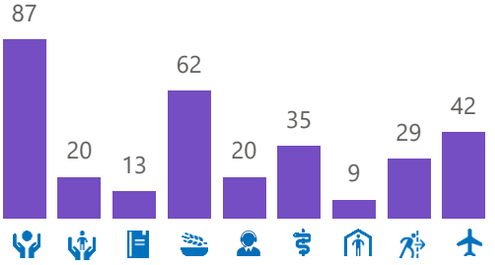
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West