



952 Outreach volunteers identified



Since 1 January, 2018

295 Community visits and meetings conducted

184 Individual referrals to services

20 Community-led interventions

BACKGROUND



The Community Based Protection (CBP) and Urban Outreach Strategy (2017-2019) for Afghan Refugees in Pakistan was endorsed in July 2017. The overall goal of the CBP and Outreach Strategy is for Afghan refugees living in Pakistan to be empowered and their resilient capacity strengthened, enabling them to minimize their exposure to protection risks and improve their overall protection environment, with a special focus on the most vulnerable.

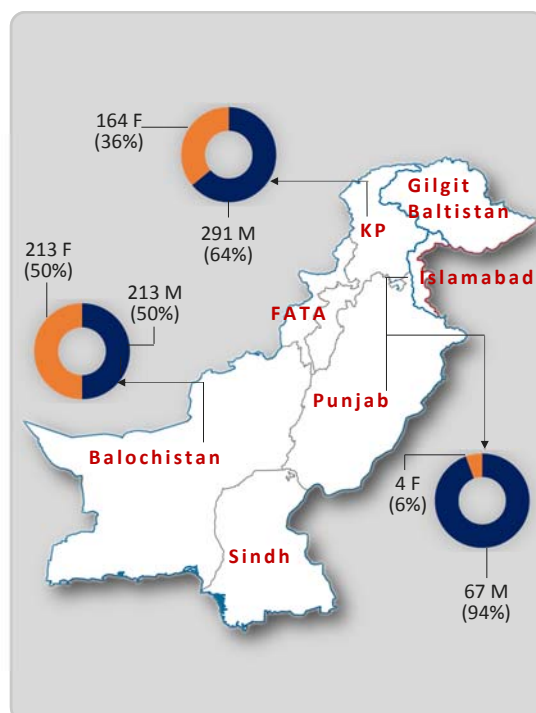
The four key priorities of the strategy covers:

1. Networks of outreach volunteers to facilitate effective and efficient outreach and communication with communities.
2. Training and capacity building of UNHCR, partners and communities in the practice of community-based protection.
3. Community-level referral pathways to services and accountability mechanisms.
4. Support to positive behaviour change to reduce incidence of harmful social practices.

OUTREACH VOLUNTEER ACTIVITIES



- ⇒ Outreach volunteers in the Nishat Mill area in Khyber Pakhtunkhwa province mobilized the community to collect funds to pay for the repair of damaged electricity lines in the community.
- ⇒ Four communities in Balochistan provided space, free of charge, to be used by outreach volunteers as community centres. The community has agreed to cover the running cost of the centres. UNHCR supported the community center with provision of used desktop computers, desks and chairs and minor renovations.
- ⇒ Outreach volunteers in Surkhab and Saranan refugee villages in Balochistan initiated free English classes for refugee children. Currently, 55 students are enrolled in English classes and 17 students in computer literacy classes. A female outreach volunteer in Ghous Abad area of Quetta is providing free English and computer classes from her house for girls living in the community.
- ⇒ Female outreach volunteers in Katwai refugee village in Balochistan collected funds from the community to assist a vulnerable female to open a shop for employment opportunities.
- ⇒ With support of community focal points and outreach volunteers, social and physical mapping was conducted in Arbab Road in Peshawar, Nowshera and Kohat Districts in Khyber Pakhtunkhwa province.



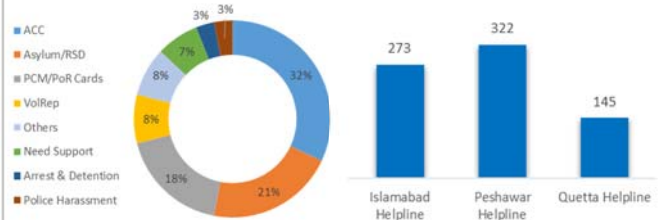
COMMUNICATION WITH COMMUNITIES



- ⇒ Outreach volunteers in Khyber Pakhtunkhwa province are disseminating information on voluntary repatriation, health services, legal and documentation services to their communities.
- ⇒ Based on concerns raised by female community members through outreach volunteers, UNHCR's community-based protection partner in Khyber Pakhtunkhwa province held information sessions with the community in Kababian on the extension of Proof of Registration cards. The fact that women are starting to feel more comfortable raising concerns is a very positive development.
- ⇒ 95 community sessions were held in Quetta town and refugee villages to disseminate information on voluntary repatriation as well as key messages prepared by UNHCR to discourage refugees from engaging in political rallies. 55 community sessions were held in refugee villages in Baluchistan on voluntary repatriation, legal services, child protection, sexual and gender-based violence, access to services for Persons with specific needs.

- ⇒ The calls regarding Afghan Citizenship Card (ACC) remained high in Islamabad and Khyber Pakhtunkhwa province. The majority of callers were inquiring if their ACC was ready to pick-up from the Proof of Registration Card Modification (PCM) Centre. Callers were provided the ACC helpline number to contact the PCM Centre directly.

PROTECTION HELPLINE



COMMUNICATION & OUTREACH MECHANISM



Outreach Volunteers



Radio and TV



E-mail Accounts (UNHCR & Partners)



Complaint & Feedback Boxes



Helplines (UNHCR & Partners)



Community and Shura Meetings



Mass Information Materials



Social Media (Facebook, Twitter)



In-Person Inquiries

LINKAGES WITH OTHER SECTORS (SGBV, CP, LIVELIHOOD)



- ⇒ UNHCR's community-based protection partner in Baluchistan held meetings with organizations providing health services, in order to establish referral pathways with the health sector. The process of signing memorandums of understanding with health care service providers is in process.
- ⇒ A joint three day mission was conducted to Mianwali by community-based protection, education, program and livelihoods staff to assess current activities and meet relevant stakeholders.
- ⇒ UNHCR staff visited the NAVTTC Institute in Peshawar to monitor the progress of students enrolled in the technical training courses for UNHCR persons of concern. The students expressed their satisfaction with the learning program as a whole, including the quality of the teaching and learning environment.

TRAINING AND CAPACITY BUILDING



- ⇒ 30 females and 68 male outreach volunteers in Khyber Pakhtunkhwa province and 84 male and 108 female outreach volunteers in Balochistan province were trained utilizing UNHCR's outreach volunteer training modules which cover protection related concepts such as sexual and gender-based violence, child protection, identification of vulnerable persons, protection monitoring, confidentiality and informed consent.
- ⇒ 86 protection welfare committee members and 165 multi-sectoral committee members in Balochistan refugee villages were trained on community management skills and protection monitoring, identification of protection cases, conflict management.

- ⇒ Refresher sessions on record keeping, budgeting and maintenance was provided to 105 water management committee members by UNHCR's community-based protection partner in Baluchistan.
- ⇒ Trainings for 32 staff of UNHCR's community-based protection partners was held in Balochistan. The training aimed at enhance staff's understanding of protection concepts and the outreach volunteer program.
- ⇒ A training on sexual and gender-based violence and child protection was provided to 286 male and 243 females outreach volunteers and community members by UNHCR's community-based protection partner in Balochistan.

UNHCR'S COMMUNITY-BASED PROTECTION PARTNERS



Society for Human Rights and Prisoners' Aid (SHARP)



Water, Environment & Sanitation Society (WESS)



Drugs and Narcotics Educational Services for Humanity (DANESH)



Rural Empowerment and Institutional Development (REPID)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)