



1,078 Outreach volunteers identified



Since 1 January 2018

422 Community visits and meetings conducted

335 Individual referrals to services

37 Community-led interventions

BACKGROUND



The Community-Based Protection and Urban Outreach Strategy (2017-2019) for Afghan Refugees in Pakistan was endorsed in July 2017. The overall goal of the 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.

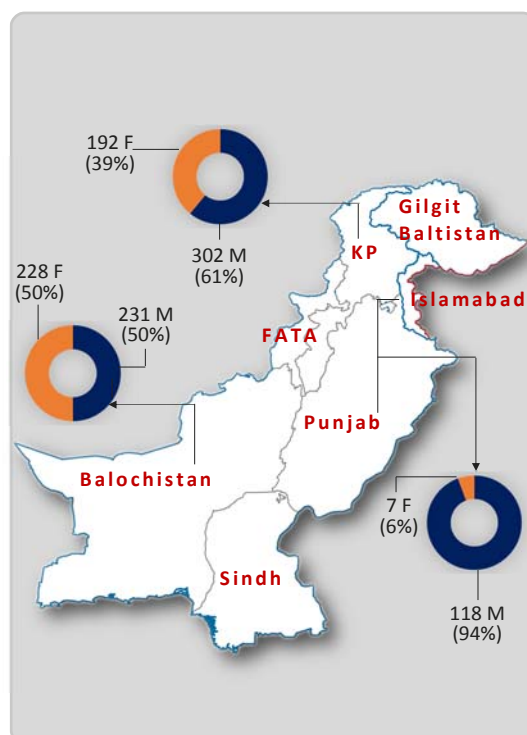
The four key priorities of the strategy covers:

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



- ⇒ In-line with national efforts to replant trees across Pakistan, the 'Green Khesghi' campaign was initiated to respond to the grey water problem in Khesghi refugee village in Khyber Pakhtunkhwa province. Outreach volunteers led the campaign to plant over 2000 trees, donated by the government, throughout the refugee village. UNHCR and partners also supported with the planting initiative.
- ⇒ UNHCR's community-based protection in Punjab/Islamabad, in coordination with outreach volunteers, piloted a household level survey in Sadiqabad, Rawalpindi district. A total of 79 interviews are conducted that captured information on family composition, ethnicity, place of origin in Afghanistan, skills/livelihood, education, documentation status and vulnerabilities. The household level survey verified the community is comprised of 55% Afghan Citizenship Card holders.
- ⇒ In collaboration with outreach volunteers and community committees, a total of 14 individuals with specific needs in Baluchistan were referred to appropriate services, including legal, child protection, and medical.
- ⇒ UNHCR distributed 990 plastic sheets to Afghan refugee families living in the I-12 area, whose homes were damaged by recent monsoon rains. The distribution was assisted by UNHCR's community-based protection partner REPID as well as outreach volunteers in I-12. Additionally, outreach volunteers in I-12, Islamabad compiled a list of 875 children between the ages of 5-11 years old that are not attending school because of limited space.

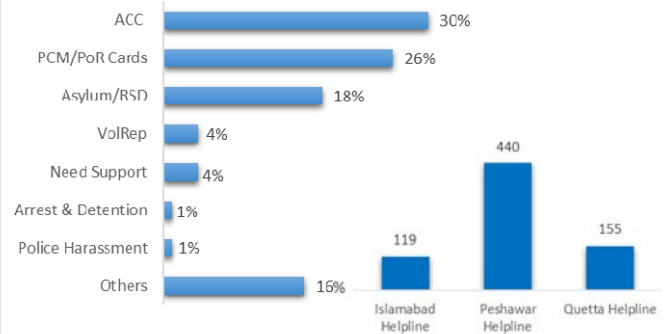


- ⇒ With the help of outreach volunteers, legal camps for male and female Afghans was organized in Iraqabad urban cluster in Khyber Pakhtunkhwa.
- ⇒ The outreach volunteers in different urban settlements of Khyber Pakhtunkhwa (Nowshera, Kohat, and Abbottabad) identified individual cases in need of referral, including modification in the PoR cards, access to education and legal assistance.
- ⇒ Events were organized in Khyber Pakhtunkhwa to celebrate Youth Day, including hair style competition, henna painting competition, taekwondo demonstration, playing of traditional Afghan music, live drama and panel discussion on 'youth as peace builders'.
- ⇒ Outreach volunteers from two urban locations in Peshawar initiated cleaning campaigns in their communities and coordinated with the municipal office to transfer the trash out of the city for disposal.

PROTECTION HELPLINE



- ⇒ The majority of calls in Khyber Pakhtunkhwa and Punjab were regarding the Afghan Citizen Cards (ACC). In Baluchistan, the majority of callers inquired about Asylum and Refugee Status Determination (RSD).



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



- ⇒ A multifunctional team for UNHCR and partner staff distributed school bags to 367 girl students attending 14 Home Based Girls Schools in Peshawar. UNHCR contributes to the salary of the teacher and the community provides the space and shares the cost of utilities to run the school.
- ⇒ Community-based protection team in Quetta hosted the working group meeting on gender-based violence. A total of 10 partners, including NGOs and UN agencies, participated in the meeting. Referral pathways as well as an upcoming training needs were discussed.
- ⇒ The community-based protection team in Islamabad organized focus group discussion sessions for the World Bank consultants who are conducting study on "Lessons Learned from Pakistan's Experience of Hosting Refugees". Two focus group discussions with men and women were held in I-12 in Islamabad and two in Taxila, Rawalpindi.
- ⇒ Community-based protection and field staff continue to support Mobile Registration Van services throughout Punjab, Baluchistan and Khyber Pakhtunkhwa provinces in order to facilitate registration updates for Proof of Registration card holders.
- ⇒ Afghan community elders and community mobilizers from Commissioner Afghan Refugees Office in Kot Chandna refugee village in Mi-anwali conducted an assessment regarding children that require registration with NADRA. In total, 599 children were identified. UNHCR intend to register these children through Mobile Registration Van run by NADRA.

TRAINING AND CAPACITY BUILDING



- ⇒ A two and a half day workshop was organized in Islamabad for 25 participants included 10 partner staff and 15 UNHCR staff from all offices. The purpose of the workshop was to assess 'where we are' and 'where we want to be' with community-based programs and activities. Targeted sessions were held with colleagues from

Program, External Relations, Sector Experts (Livelihoods, Health, and Education) and Senior Management for recommendation and way forward.

- ⇒ UNHCR's community-based protection partner in Baluchistan, with the technical support from Pakistan Red Crescent Society, conducted a two day training on first aid for 10 female outreach volunteers and 10 youth group members.
- ⇒ UNHCR's community-based protection partner in Baluchistan, with the technical support of the Baluchistan University of Information Technology, Engineering and Management Sciences, conducted a one day career counselling sessions for 30 male outreach volunteers.
- ⇒ A three-day training for female outreach volunteers in Pashtun Bagh area of Quetta was provided, covering the topics of UNHCR's mandate, operational priorities, community-based protection approaches and principles, community structures and outreach volunteer terms of reference.
- ⇒ A briefing session on the new UNHCR Best Interest Determination guidance was provided to UNHCR's partner staff in Islamabad.

UNHCR's COMMUNITY-BASED PROTECTION



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)