

UNHCR Monthly Protection Update

Community Based Protection

December 2018



UNHCR
The UN Refugee Agency

Key Figures

115,885

Identified Persons with specific needs

36%	Children at risk (including UASC)
20%	Older persons at risk
11%	Single parents
11%	Disability
10%	Serious medical condition
8%	Woman at risk
2%	Other

34,354

Number of members of community structures (estimated)

ACHIEVEMENTS IN 2018

122,037

Number of PoCs with specific needs who received non-cash support

17,253

Number of people trained on community leadership and decision making



Discussion about information flow with leaders from host and settlement and water user committee members

Community-Based Protection and Community Mobilization

- In Bidibidi Zones 1, 2 and 4, IRC conducted 4 meetings with leadership structures (Refugee Welfare Council (RWC), Neighbourhood Watch Committees, and Youth management committee), attended by 207 persons (F115/M92). The meetings addressed the youth centre management in Zone 1 and crime prevention during the festive season. ARC conducted a two days' awareness session in zone 5 with the RWC, host community leaders and Sub-county leaders and water user committee members to improve information flow and dissemination, and address communication gaps among community leaders, water user committee members and refugees, which was attended by 300 persons (235M/65F).
- UNHCR and DRC conducted a two day training targeting 63 newly elected RWC leaders (M42/F21) in Rhino. The training was facilitated by DRC, UNHCR, Police and OPM. The main purpose of the training was to equip new elected leaders with conflict management and core protection skills to enable them to carry out their functions effectively. Topics covered included roles and duties of RWCs, adjudication jurisdiction of the RWC and Local council courts, and international and national legal

framework for refugee protection.

- Participatory assessments were concluded in Rhino and Imvepi settlements, engaging women, men, boys and girls as well as key informants to identify protection risks, needs and priorities, their capacities, and solutions.
- The Age, Gender and Diversity (AGD) Deep Dive pilot was discussed in the regional protection working group meeting for the South-West region on 3 December. The South-West Plan of Action will be finalized in early 2019.
- In Adjumani, a community dialogue was conducted in Mungula, aiming to empower women to take up leadership roles and responsibilities. A total of 287 women attended the meeting. The issues discussed included: women and children's rights, leadership roles, responsibilities, and empowerment of women.

Persons with Specific Needs (PSN)

- In Bidibidi, IRC conducted vulnerability assessments for a total of 19 (F10/M9) PSNs including need for shelter repair and assistive devices, and 638 (F453/M185) PSNs were supported to receive food at the FDPs in Zones 1-4. 466 (F220/M146) PSN homes were visited to monitor their welfare and living conditions and to provide psychosocial support to them. The major issues identified included poor state of shelters, health, and the need for assorted NFIs and nutritional needs.
- In Kiryandongo, DRC together with UNHCR organized and commemorated the International Day of Persons with Disabilities (PWDs). Key issues raised by the PWDs were poor shelter, lack of mobility appliances and income generating activities to facilitate their wellbeing. It was resolved that the PWDs organize themselves in groups so that they can be easily reached and linked to livelihood activities.

- In Kyangwali, the PSN Sub-Working Group meeting was held to share updates of the status on PSNs in the communities as well as services. The main challenges raised were: relocation of some PoCs to other clusters, inadequate shelter for businesses, and lack of manpower to construct/renovate shelters despite most PSN houses being damaged and requiring repair. The Sub-Working Group will come up with solutions on how to address such challenges.
- UNHCR protection partners in Imvepi and Rhino continued with the assessment of PSNs identified during the verification exercise. So far 11,761 PSNs have been assessed (4,086 Rhino, 7,099 Imvepi and 576 Lobule). Key PSN needs identified include shelter, support for clothing, educational needs for children of PSNs, and livelihood opportunities, among others.

Psychosocial Support

- In December, 20 refugee female children in Rhino camp were enrolled for the journey of life therapy, which brings out feeling of children through drawing and enables them to realize that they can always rely on trusted adults to help in case of challenges and capacitate them to address challenges.
- In Bidibidi, TPO provided psycho-education for a total of 81 (M23/F48) individuals. The participants were guided on how to identify a person with suicidal idea/ thoughts or behaviors so that they can refer them for appropriate psycho social support service providers. TPO also conducted a number of psycho social support activities including cognitive behavior therapy for trauma (CBTT), mental health clinic outreach, and journey of life. 12 Crisis Response Teams (CRTs) were trained to identify and provide basic support to people who are addicted to drugs and those with suicidal behaviors.
- Also in Bidibidi, UNHCR Protection, Health and Program Team conducted an in-depth discussion with TPO and the IRC Health Team on the urgent need to strengthen psychosocial and mental health support programming in general and prevention of suicide in particular during the 2019 TPO psychosocial support and IRC health budget and project proposal review.

Accountability to Affected People

- The inter-agency comprehensive feedback, referral and response mechanism (FRRM), including a toll-free helpline, was rolled out in Bidibidi during the month, preceded by training / system demonstration sessions for UNHCR and partners.

- In December, 1,265 cases were received by the helpline call centre and logged in the system. The majority of calls pertained to requests for assistance related to service delivery in various sectors and were escalated to relevant focal points. A smaller number of reports related to alleged fraud / corruption and urgent protection / security cases were also received and are being followed up. The helpline is being rolled out in remaining locations in the West Nile region and will cover the entire refugee response by February 2019.
- Feedback from the community on various protection / assistance-related issues continues to be received through various channels and addressed. For example, in Bidibidi, a total of 567 (F331/M236) cases were registered by IRC at the information Support Centres in Zones 1-4, with 248 cases handled on the spot and 319 cases referred to other service providers. Major concerns raised were related to PSN shelter construction or renovation, NFI, biometric registration, health, food, and SGBV, among others. ARC addressed 85 complaints at the protection desks in Bidibidi Zone 5.

Peaceful Co-existence

- A team of 12 refugee youth from Kiryandongo participated in a basketball peace tournament in Kampala on 29-30 December, organized by the South Sudan Basketball Association in Uganda. The tournament aimed at fostering unity and cohesion among South Sudanese in East Africa. 16 teams of South Sudanese refugee youth from Kampala, Kiryandongo and Kenya participated, and the Kiryandongo team emerged as victors.
- DRC with support from EUTF facilitated football matches in Kiryandongo. Five teams from refugee and host communities had friendly matches aimed at creating a conflict-free environment. The tournament attracted over 500 people including the players.



DRC team addressing the players in Kiryandongo

- In Bidibidi, a group of disgruntled Ugandans locked up facilities used by refugees in Bidibidi and barred anyone from accessing them until their grievances are resolved. They also stopped

refugees from accessing firewood collecting points in zone 2. The Yumbe District Local government, RDC, OPM, UNHCR, Partners, and representatives from refugee and host communities held a meeting to address the issues raised by the host community, including lack of water road connectivity, job opportunities, construction of schools, discrimination against host community members at the health center notably transportation for referrals, limited opportunities for skills training, scholarship opportunities and environmental degradation. While most issues need to be addressed in collaboration with development actors, OPM, UNHCR and partners were also requested to address some of the needs in their programming. The host community representatives agreed to continue hosting refugees and lifted off the measures they had taken to bar access to facilities and to fire wood collection centers.

- In Bidibidi, IRC organized a consultative meeting for 35 leaders (26 refugees 9 host) to develop messages on peace building and peaceful co-existence between the refugees and host community. This was intended to create a message bank that will be used to broadcast and promote co-existence.
- During the month, 12,125 (6,143M/5,982F) refugees and host community members were reached with peaceful co-existence messages through sports, cultural galas, and other sensitizations in settlements in Arua. These were conducted through RICE WN and community-based organizations including Youth Social Advocacy Team (YSAT), Refugee Youth and Women Aid (RWAYA) and Elderly Emergency Rehabilitation Action (ERA).
- A community dialogue on peaceful co-existence was held in Mungula II settlement in Adjumani. Participants included refugees, OPM, host community, and local leaders from the Sub-County, Parish and villages. Participants were sensitized on peaceful co-existence, laws governing refugees, and the consequences of breaching the law.
- Also in Adjumani, a meeting on conflict management was held with the community in Mireiyi settlement, attended by 64 refugees (23F/41M). The objective was to train refugees on how to mitigate conflict as well as discuss refugee leadership wrangles in the settlement and seek solutions.

Gaps / Challenges

- Low level of women's participation in leadership structures due to power imbalance and cultural beliefs. Participation of youth and persons living

with disabilities in leadership and community management structures is also inadequate.

- Limited incentives / support for community structures which affects their commitment to conduct outreaches and other interventions.
- Inadequate shelter support to the PSNs and existence of many PSNs in urgent need of shelter construction
- Shortage of / delays in distribution of menstrual hygiene kits for women and girls of reproductive age
- Need to strengthen psychosocial support and mental health services to address psychosocial needs of PoCs.
- Limited youth engagement in gainful activities leading to idleness, delinquency and vulnerability to various protection risks.
- Poor road network limit mobility to conduct outreach activities.
- Limited capacity amongst community structures to effectively coordinate amongst them, owing to low literacy levels and inadequate facilities (including community centres and shades for community gatherings), and gaps in their capacity to address their needs and priorities through their own initiatives.

Priorities / Interventions

- Enhance community-based protection mechanisms including community mobilization and empowerment, clear referral pathways, as well as individual outreach and case management
- Build on the capacities of the community and support empowerment of women, youth and other diverse groups for their active engagement in community management and leadership structures.
- Establish effective and efficient complaints and feedback mechanisms and ensure that all actors provide timely protection, access and accountability to persons of concern, with particular attention to at-risk groups.
- Strengthen peaceful co-existence among and between refugees and host communities and promote resilience

UNHCR implementing partners for community-based protection:

AAH, AIRD, ARC, CAFOMI, CTEN, District Local Governments, DRC, HIJRA, IAU, IRC, LWF, MTI, NRC, OPM, Tutapona, TPO

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