



**UNHCR**  
The UN Refugee Agency

## Key Figures

**124,912**

Identified Persons with specific needs

|     |  |
|-----|--|
| 37% | Children at risk (including Unaccompanied or separated children) |
| 20% | Older persons at risk  |
| 9%  | Serious medical condition  |
| 13% | Disability   |
| 12% | Single parents   |
| 8%  | Women at risk  |
| 1%  | Other  |

**34,358**

Number of members of community structures (estimated)

## Achievements in 2019

**20,200**

Number of POCs with psychosocial needs receiving psychological support in Q1

**1,792**

Number of people trained on community leadership and decision making

# UNHCR Monthly Protection Update COMMUNITY BASED PROTECTION (CBP) May 2019



*Peace dialogue in Bidibidi settlement*

## Community Mobilization and Women and Youth Empowerment

- The swearing in ceremony for the incoming Refugee Welfare Council (RWC) III, II and I that were elected in April, took place on 7<sup>th</sup> – 8<sup>th</sup> May in Kyangwali. Training of the new leaders will take place shortly. In Kiryandongo, RWC members, elected in 2018, were sworn in. 133 members attended the inauguration presided over by the Kiryandongo Grade 1 Magistrate. The newly elected leaders had received training on the Code of Conduct, their roles and responsibilities, and protection. As part of the incentive package, UNHCR distributed 56 smart phones to the leaders as tools to facilitate their work.
- In Rwamwanja, 55 RWC members (35M/20F) were supported with counter books, pens, and referral books to enhance case management and community-based protection.
- UNHCR, OPM, DRC and IRC jointly mobilized and trained 322 (222M/100F) RWC leaders from Rhino camp on their roles and responsibilities. The training aimed at improved participation and service delivery to their community. IRC also trained 15 women leaders in Omugo 1 village, Rhino camp on their roles in implementing community based protection. Key action points from the training were: need for women to report in case of any violence; regular sensitization on the rights of women and channels for reporting violations; as well as the need for girls to be in school and those at home to be encouraged to come to the women centre to learn and share experiences with peers.
- In Lobule, 55 female RWC members were engaged in community group activities for community self-management and empowerment. The women participated in women's conferences with support from HADS, awareness raising on participation of women in leadership, dialogue on resolving conflicts over household cash (monthly cash rations), and involvement in income generating activities.
- 54 refugee leaders from Rhino Camp benefitted from bicycles donated by NURI, Malteser International and AMREF. The mobilization and distribution were carried out by protection partners (DRC and IRC) and OPM. In addition, UNHCR in collaboration with protection partners and OPM conducted sensitization meetings with RWC members in Arua on distribution of mobile phones, particularly on the rationale, ownership, and selection criteria of beneficiaries.
- 152 women refugee leaders in Adjumani participated in 07 meetings. Issues raised included: delayed distribution of sanitary materials impacting school going age girls and the inability of refugees to replace worn out core relief items, such as saucepans, plates and cups.

- 514 (237F/277M) community leaders in Bidibidi attended 10 meetings to discuss issues affecting the community, awareness on the intention survey, continuous registration, suicidal tendencies, CBI identification and concept development and conduct of some of the Refugee Welfare Councils (RWCs) in the community.
- 128 (29F/99M) youth in Bidibidi attended a meeting aimed at identifying challenges faced by youth and preparing for an upcoming football tournament. Among the issues raised was the high level of unemployment, limited youth activities and limited opportunities for secondary education.
- 165 refugee football players in Adjumani participated in a youth sports gala, the aim of which was to equip youth with skills in behavioural change, communication and to act as change agents to fellow youths within the community by encouraging them to identify their talents and work towards achieving their dreams.
- Focus group discussions with the community on cash-based interventions (CBI) for menstrual hygiene management kits and the designation of alternate cash collectors were conducted in different settlements. The findings of the consultations will inform development of guidance on the designation of alternate cash collectors and discussions around monetization of menstrual hygiene management kits.
- The Nakivale Got Talent Finale was held with attendance of OPM Nakivale and Oruchinga, Isingiro District Officials, Police, UNHCR Mbarara and Nakivale, and business community. The event saw 22 acts with 145 individuals from different refugee nationalities and the host community. Participants showcased different talents in music, dance, fashion design, acrobats, and three finalists were selected with the help of three judges who included UNHCR goodwill ambassador Gugu Mbatha-Raw (British/Hollywood Actress) and Maurice Kirya (Ugandan singer). Winners were Wakaga Empire, Umoja Dance Group and a guitarist.
- In Kisoro, a focus group discussion was conducted with elderly persons of concern, women at risk and persons with disabilities (PWDs). 45 (14M/31F) individuals attended. Personal hygiene and general sanitation were discussed, and issues raised included: inadequate water for daily use

which compromised hygiene, elderly women are not given underwear which puts them at a high risk of acquiring urinary tract infections.

- In Bidibidi, CRRF Refugee Engagement Forum (REF) representatives held meetings with refugee leaders and communities in Zones I & 2 to provide feedback on the REF meeting which took place in Kampala from 6<sup>th</sup> -7<sup>th</sup> March 2019.

### **Persons with Specific Needs (PSN)**

- PSNs continued to be identified through various channels including at reception and registration, verification, continuous registration, ongoing protection activities and community outreach.
- Case follow-up and targeted support to PSNs continued across the operation. Support included provision of material support (NFIs, assistive mobility devices, etc), shelter-related support, construction of latrines, livelihoods support, and support to access food distribution points.
- A joint profiling exercise (expanded from the PSN verification exercise), led by UNHCR in collaboration with partners and OPM, was launched in Kyangwali. Following a two-day training on the tools, data collection by 36 enumerators from various organizations using Kobo software started on 27 May. In addition to verification of specific needs of identified PSN, the questionnaire includes questions on social economic information, basic needs, negative coping mechanisms and vulnerability profiling. During the reporting period, 3,760 households had been profiled, representing 9.4% out of total 35,317 households.
- DRC with funding from UNHCR contracted Physitech Rehabilitation Centre to assess PWDs in need of assistive devices in Kiryandongo.
- An assessment for orthopaedic appliances of PWDs was done for 304 individuals (189M, 115F) in Nakivale and Oruchinga, with support of specialists from Medimark Uganda Limited. Specific appliances identified for each disability category, prioritization will be conducted, and devices procured to facilitate mobility.
- In Arua, refugee leaders raised concerns on delayed repair of PSN semi-permanent shelters. Community leaders were called upon to mobilise community members to support the repair of temporary shelters for the PSNs.

## Psychosocial Support

- A national Mental Health and Psychosocial Support (MHPSS) Working Group was established in Kampala, co-chaired by Tutapona (representing humanitarian actors) and CCVS (representing development actors). UNHCR's Junior Expert on MHPSS (seconded by GIZ) actively participated in this process.
- In Bidibidi, 1,111 (670F/441M) refugees were reached with psycho-education. The sessions sought to educate and provide training to the community on signs and symptoms of depressions, forms of SGBV and referral pathways.
- In Adjumani, 8 refugee women received psychosocial support, 50 refugee women were reached through life skills trainings, and 40 (30F/10M) refugees benefitted from cognitive behavioural therapy.
- 90 (52F/38M) refugees in Rwamwanja received psychosocial support. In Kyaka, 142 (92F/50M) refugees received psychosocial support through individual sessions, and 30 family sessions targeting 61 (38F/23M) refugees and 14 group sessions targeting 163 (115F/48M) refugees were conducted. In Nakivale, 130 (83F/47M) refugees received psychosocial support through individual sessions, and refugees were counselled on social and family support among others.
- In Kyangwali, 113 refugees received psychosocial counselling, including couple counselling sessions and counselling for SGBV survivors, from LWF and HIJRA.
- 211 (129F/92M) community members attended two awareness sessions on suicide in villages 9 and 10 of zone 4 and violent conduct in zone 5 in Bidibidi. This was in response to 5(2F/3M) attempted suicide cases and occurrence of violence in zone 4 and 5.

## Accountability to Affected People

- In May, 1,808 cases (722F/1,086M) were recorded through the helpline of the Inter-Agency Feedback, Referral, and Resolution Mechanism (FRRM). 984 cases were handled at helpline level and 824 case referrals were made to partners and UNHCR focal points for follow-up. The largest number of cases were from Nakivale settlement (916) followed by Kampala (291), with the largest

number of cases related to protection (310), general queries (308), durable solutions (292), health and nutrition (211), registration (187) and others (500). The least number of cases were from Pagirinya settlement (02) in Adjumani district and Palabek settlement (02) in Lamwo district.

- During the reporting period, the FRRM helpline team undertook a mission to Arua to orient refugee leaders and partners on the FRRM system. 137 (Rhino: 33, Imvepi: 37, and Lobule: 67) refugee leaders and 15 partner staff were reached.
- Feedback from the community on various protection / assistance-related issues continues to be received and addressed through various channels including through community dialogues, integrated village meetings, complaints/suggestion boxes, protection desks/information support centres (ISCs). For example, in Bidibidi, a total of 924 (671F/253M) complaints were received through the active information and support centres. Need for shelter support, registration related concerns, NFIs, and food and health related complaints were among the main issues raised. 467 (324F/143M) cases were closed at the ISCs and 457 (347F/110M) referrals were made to service providers for further follow-up.
- In Bidibidi, 4,256 (2455F/1801M) community members were reached through boda boda talk groups with messages on teenage pregnancy and early marriage.

## Peaceful Co-existence

- UNHCR, together with ADLC, ACAV and OPM, organized the Solidarity Tournament, a football tournament aimed at enhancing social cohesion between refugees and host communities. The football teams from Bidibidi, Imvepi, Lobule and Rhino Camp settlements, comprised of 50% refugees and 50% host community members. The Uganda Olympic Committee, Sampdoria club and the Embassy of Italy supported the tournament and committed to do so for the next 3 years.
- Community Empowerment for Peace and Development (CEPAD) met with UNHCR Arua to discuss their new project on promoting peaceful co-existence among refugees and the host community. The project will be piloted for 6 months in Rhino Camp with the goal to build the capacity of refugee and host community women to



respond to conflicts and SGBV in the settlements.

- In Bidibidi, 219 (100F/219M) individuals participated in two community dialogues on peaceful co-existence between the host community and refugees in zones 2 and 4. Major issues discussed included: resource sharing between the host and refugee community and how the youth from the Kakwa and Nuer tribes can live in harmony.
- Also, in Bidibidi, 124 (F43/M81) youth participated in an engagement meeting in village 5, zone 4 to consolidate the resolutions made during previous engagements on peace and reconciliation between the Nuer youth and Bari youth following a violent incident between the two tribes in January 2019.
- On 28 May, OPM convened an urgent meeting with UNHCR and partners to discuss tensions between refugee pastoralists residing in Nyumanzi, Pagirinya, Baratuku, Ayilo, Alere and Olua settlements and farmers from the neighbouring host communities raising complaints over the destruction of their crops by livestock. OPM informed the meeting that the solution will be to relocate the livestock to Magburu, a former settlement. Following the meeting, UNHCR participated with OPM, partners, landlords and members of the community of Magburu in the assessment and survey of part of the land identified for the relocation of refugee cattle keepers. UNHCR and partners also held consultations with both refugee and host communities.
- In Adjumani, a two day training on peace building was conducted with 48 (16F/32M) youth participants. Topics of the training included: peace and conflict reconciliation, self-control, problem-solving, empathy and violence.
- 11 community dialogue meetings were conducted on peaceful co-existence in Adjumani. Major issues of concern were the destruction of crops by stray animals, limited resources in (land, water and firewood), and lack of construction material.
- UNHCR attended a meeting between the Minister of Disaster Preparedness and refugees and the local community in Lamwo. The meeting sought to discuss complaints of landowners and local leaders of Palabek over perceived insufficient support to the host community in an effort to preserve peaceful co-existence between refugee

and host communities.

- In Kyangwali, 02 peace dialogues and 07 sensitization sessions reaching a total of 1,002 (F612/390M) refugees were conducted.
- IRC trained 36 (11F/25M) youth from Ofua in Rhino Camp settlement and nearby host community on conflict sensitivity.

### Gaps / Challenges

- Inadequate shelter support to PSNs and existence of many PSNs in need of shelter construction and/or repair.
- PSNs continue to experience challenges associated with transportation of their food from the distant food distribution points (FDPs) to their homes given the long distance they must cover. Mobilization of community support is required to address this issue.
- Inadequate facilitation (transport, airtime, protective gears, stationary and communication) of RWCs which has hindered their effective engagement in community mobilization and participation in the settlement activities.
- Need to strengthen psychosocial support and mental health services to address psychosocial needs of PoCs who suffered from multiple displacement and experienced/witnessed grave human rights violations during protracted armed conflicts in their countries of origin. Over the past months, Palorinya has seen an increase in suicide incidents (with one suicide a month in April 2019), and requires strengthened multi-sectoral efforts for suicide prevention.
- Shortage/delays in distribution of menstrual hygiene kits for women and girls of reproductive age.
- Lack of community meeting places like community centres continued to hamper community meetings both during the dry season when tree shades are non-existent and in rainy seasons.
- ISCs in settlements, particularly those in Arua, are operating in deplorable conditions and requires urgent repairs / upgrade to semi-permanent structures for quality services, prevention of vandalism and welfare of staff manning them. Temporary structures continue compromising the principle of confidentiality when persons of concern are registering concerns. In Lobule, there

is no static premise for conducting ISC activities.

- Limited incentives/support for community structures which affects their commitment to conduct outreach activities and other interventions in the community.
- Low level of women's participation in leadership

### **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 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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