



UNHCR
The UN Refugee Agency

Key Figures

132,819

Identified Persons with specific needs

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| 35% | Children at risk (including Unaccompanied or separated children) |
| 19% | Older persons at risk |
| 13% | Serious medical condition |
| 13% | Disability |
| 11% | Single parents |
| 8% | Women at risk |
| 2% | Other |

34,358

Number of members of community structures (estimated)

Achievements in 2019

64,364

Number of POCs with psychosocial needs receiving psychological support in Q1

1,889

Number of people trained on community leadership and decision making

UNHCR Monthly Protection Update COMMUNITY BASED PROTECTION (CBP) June 2019



UNHCR staff explaining different feedback and complaint reporting mechanisms to a group of PSNs in Bidibidi

Community Mobilization and Women and Youth Empowerment

- The third Refugee Engagement Forum (REF) was held on 26/27 June 2019 in Kampala bringing together 33 refugee leaders from all settlements and Kampala. The REF is the national platform to represent the refugee voice in Uganda and to ensure refugees play a vital role in the refugee response. The REF members adopted Terms of Reference of the REF and election guidelines for the two Refugee Representatives to the CRRF Steering Group, discussed the key messages to the CRRF SG meeting on the Global Refugee Forum, Uganda's localization agenda, and the inclusion of refugees in national planning. The meeting was organized by the REF Taskforce (comprised of OPM, UNHCR, CRRF Secretariat and NGO partners), and supported by CARE International and Oxfam. Ahead of the REF, the refugee leaders attended a two day Protection and SGBV training by CARE International, in which UNHCR also participated and responded to questions and concerns raised.
- World Refugee Day (WRD) celebrations took place in settlements across Uganda. The national celebrations took place in Bidibidi. Guest of Honour at the

function was the First Deputy Prime Minister General Moses Ali, who emphasized among other things that, Uganda would continue to have an open-door policy for refugees. In Arua settlements, messages on environmental protection, such as using alternative energy sources, were demonstrated in dramas, poems and other creative ways.

- Focus group discussions on designation of alternate cash collectors and monetization of menstrual hygiene materials were held in all settlements. Findings will inform development of guidelines on alternate cash collectors and future CBI programming.
- OPM and UNHCR, with support from implementing and operational partners, organized general elections for Refugee Welfare Committee One (RWC I) in all 30 villages in Palorinya settlement and in Adjumani the same activity was preceded by civic education sensitization meetings. UNHCR played an observer role at different polling stations.
- On 24th June, OPM and UNHCR carried out the RWC 1 elections and their respective cabinet in Adjumani, supported by other partners in the operation. This was preceded UNHCR played an observer role in the processes.
- Also in Adjumani, 1 recreational women group of 5 members, in Ayilo I was supported with tailoring start-up material (20 rolls of wax, 4 rolls of linings, 1 set of sewing machines, 5 dozen of long zip, 5 pcs of sewing threads and 2 pairs of scissors) to enable them earn a living and be self-reliant.

- In Pagirinya settlement in Adjumani, 32 (9F/23M) RWC members from different blocks met to evaluate the progress in service delivery rendered to persons of concern and to identify challenges and issues affecting their communities.
- In Kyaka II, UNHCR conducted a general rapid assessment of the RWCs structure to determine vacant positions especially for women leaders. Currently there are 54 female RWC members compared to 173 male members.

Capacity Building

- UNHCR, OPM and IRC conducted training for 63 (12F/51M) RWC members in Ofua Zone in Rhino Camp. Main topics included: prevention of sexual exploitation and abuse, code of conduct, rights and obligations of refugees, roles and responsibilities of RWCs, protection and rule of law, and monitoring and evaluation of partner projects among others. The aim of the training was to enhance RWC members' skills and build their capacity on relevant laws of the country as well as their rights and obligations.
- In Bidibidi, 23 (6F/17M) RWC members of Zone 5 attended a mentorship session and a security meeting in village 7 to address the issue of threats from the host community about resource sharing such as grass and fire woods.
- Also in Bidibidi, 233 women in leadership positions received training on leadership skills, their role in championing women leadership and how to balance leadership with domestic work. The women were also provided with their quarterly stipend of 15.000 UGX to help them purchase basic necessities and encourage them to remain in leadership positions.
- In Adjumani, 21 (8F/13M) members of recreational youth groups participated in a training on social entrepreneurship. The training aimed at empowering youth and enhancing their capacity to respond to challenges and be self-reliant.
- In Kyangwali, UNHCR, OPM and partners conducted a one day training for newly elected RWC II and III leaders. The OPM initiated training aimed to provide newly elected leaders with information on their roles in the community, and explain what services partners offer in the settlement.

Persons with Specific Needs (PSN)

- Identification of PSNs through various channels including at reception and registration, verification, continuous registration, protection activities and community outreach is an ongoing activity.
- Case follow-up and targeted support to PSNs continued across the operation. Support included provision of material support (NFIs, domestic items, assistive mobility devices, etc.), shelter-related support, construction of latrines, livelihoods support, and support to access food distribution points. For example, in Rhino Camp, 126 (65F/61M) PSNs received non-cash support, such as clothes, bed sheets, mattresses, scholastic materials, supplementary foods, laundry soap, and semi-permanent and temporary PSN shelters.
- In Bidibidi, 103 (79F/34M) PSNs were assessed for mobility devices by health teams and counselled on their conditions, and 165 (121F/44M) PSNs were supported to access the continuous verification exercise and correct errors in their attestations. 04 (2F/2M) PSNs were supported with NFIs and 09 (7F/2M) PSNs under case management received targeted support in the form of cash to address issues of shelter repair, supplementary feeding and clothes. In Nakivale, 50 (33F/17M) PSNs were supported with mattresses and 133 (93F/40M) individuals with briquettes. Material assistance, including mats, soap and blankets was provided to 115 (82F/33M) PSNs from Pagirinya settlement in Adjumani.
- The joint profiling exercise (expanded from the PSN verification exercise), led by UNHCR in collaboration with partners and OPM, continued in Kyangwali. Nearly all households physically present in Kyangwali have been assessed, and with funds from the realigned HIJRA budget, a mop up exercise has been planned to cover households that missed the exercise due to their absence.
- In Bidibidi, 94 (58F/36M) people comprising of refugee leaders, youths, and PSNs attended two community meetings conducted on safety action in villages 6 and 7 of Zone 4. A key issue included the need for community support to vulnerable persons. Participants agreed to improve local networking, timely information sharing, and provision of local labour and material support.

- In Kisoro and Matanda, FGDs were held with PSNs, during which issues such as long stays at the transit centres, lack of diversity in food supply, and lack of clothes and shoes for children, were raised.
- Following various concerns raised during the PSN assessment conducted earlier in the year, UNHCR and DRC carried out a joint community meeting in Sweswe Kakongo village in Kyaka II to inquire about PSN priority needs. The overarching need mentioned was soap which was later distributed to 36 households of 91 (58F/33M) PSNs.
- Also in Kyaka II, two FGDs were held with church leaders, RWCs, women groups and Village Health Teams (VHT) seeking their views on the type of PSN houses(s) that should be built under the ECHO program.
- In Pagirinya settlement in Adjumani, a meeting was conducted with 60 (48F/12M) PSNs and their caregivers. They requested soap to be given to PSNs every 2 months.
- In Adjumani, 75 (28F/47M) RWC and block leaders were trained on PSN selection criteria and tools to enhance their capacity in PSN assessments and verifications.

Psychosocial Support

- A draft UNHCR Mental Health and Psychosocial Support Strategy (MHPSS) was developed with the support of a GiZ Secondee. The draft was shared with UNHCR staff and partners for inputs and discussion, and the final strategy will guide UNHCR's strategic direction for MHPSS.
- 91 (51F/48M) refugees from Nakivale and 28 (19F, 9M) refugees from Oruchinga were provided with psychosocial support. Using a person centered approach, clients were counselled on social and family support.
- In Kyaka II, 139 (95F/44M) individuals received psychosocial support through individual sessions, and 13 family sessions targeting 40 (28F/12M) refugees and 11 group sessions targeting 131 (106F/25M) refugees were conducted.
- Also in Kyaka II, ARC conducted a teachers' training on basic psychosocial support in Bujubuli Secondary School, in which a total of 30 (15F/15M) teachers participated.
- In Kiryandongo, Transcultural Psychosocial

Organisation (TPO) with funding from UN Women conducted a five day training from 10-14 June MHPSS. 20 (12F/8M) participants from local government and partners attended. The training provided participants with knowledge on MHPSS approaches and skills required to identify people with mental disorders, information on the support required to address different mental illnesses as well as other psychosocial problems in the humanitarian context.

- In Adjumani, 168 (125F/43M) refugees across all settlements were supported with counselling sessions to improve their psychosocial wellbeing, restore hope, and help them identify support networks in their respective settlements. Additionally, 50 (32F/18M) individuals benefitted from dignity kits, and 90 (47F/43M) patients with mental health problems were supported with assorted food and non-food items. These services are to complement other services such as psychosocial support.
- Also, in Adjumani, 19 schools in different settlements (both host and refugee) were supported with art therapy materials (board games, pencils, crayons, netballs, building blocks and other toys).

Accountability to Affected People

- 1929 cases (739F/1190M) were recorded through the helpline of the Inter-Agency Feedback, Referral, and Resolution Mechanism (FRRM). 997 cases were handled at helpline level and 932 case referrals to partners and UNHCR focal points for follow-up. The largest number of cases were from Nakivale settlement (816) followed by Kyangwali (475), with the largest number of cases related to general protection/community based protection (321), durable solutions (313), general queries (301), health and nutrition (226), and others (768). The least number of cases were from Alere (01) and Olua I (01) refugee settlements in Adjumani.
- 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 Rhino Camp and Imvepi, 573 complaints were received through the static and mobile active information and support

centres. Need for shelter support, registration related concerns, NFIs, and health and WASH related concerns were among the main issues raised. In Bidibidi, 34 complaints were received, of which 9 were closed, 3 provided with feedback, and 22 referred to partners for further follow-up.

- Also in Bidibidi, 7,134 (3903F/3231M) community members were reached through bodaboda talk groups with messages on continuous verification, teenage pregnancy, early marriage, WRD celebrations, and common legal offences.

Peaceful Co-existence

- A UNHCR consultant visited Uganda from 16-25th June as part of his two consultancy assignments: (1) Provide a strategy for UNHCR's work in peacebuilding for refugee youth through education and suggest activities to streamline and maximize the Education section's work in Peacebuilding; and (2) Build a cadre of youth from different backgrounds that contribute to peacebuilding and eventually become "peace leaders" who are networked and trained in conflict resolution, mediation and related skills. The mission to Uganda was mainly focused on the second assignment concerning South Sudanese Youth. After meeting with UNHCR, NGO and refugee youth leaders in Kampala, he visited Rhino Camp from 21-22 June where he met with protection partners and community-based organizations, both youth and elder CBOs. Among the conclusions of the mission was that population of youth most prone to engagement in violence is often overlooked.
- In Arua, 9,720 (5846F/3874M) refugees and nationals were reached with information on peaceful co-existence activities. In Rhino Camp, a new operational partner CEPAD conducted an assessment on peaceful co-existence with 10 (3F/7M) refugee leaders to better understand existing efforts on peaceful co-existence.
- In Bidibidi, 995 (516F/479M) youth participated in an ongoing youth tournament across five zones. Also in Bidibidi, 463 (250F/213M) people attended 3 community dialogues in zones 4 and 5.
- In Adjumani, three radio talk shows were conducted on peaceful co-existence.
- In Kyangwali, LWF with funding from UNHCR,

conducted two joint peace sensitization sessions, one with HIJRA and the other with Uganda Red Cross Society, reaching 1,950 (1,024F/926M) persons. Activities conducted included; a marathon, a peace prayer, dance and drama performances with messages on peace, SGBV, early marriage and witchcraft.

Gaps / Challenges

- Inadequate shelter support to PSNs in urgent 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. 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.
- Shortage of and 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 require 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.
- Continued 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 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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